Hisense

VIDAA

Smart TV

55” H7 Model Series

# User Manual

**Document Version 1.0**

This user manual contains detailed information to help you properly set up, use and maintain your TV.

www.hisense-usa.com

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**CAUTION**

**RISK OF ELECTRIC SHOCK DO NOT OPEN**

**CAUTION:** TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

## FCC Statement

**NOTE:**

This equipment has been tested and found to comply with the limits for a class B digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio Communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.
Increase the separation between the equipment and the receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.

FCC ID Number WiFi and Bluetooth Module: N89-NU260HS
The WiFi and Bluetooth Module complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

HDMI HIGH DEFINITION MULTIMEDIA INTERFACE

This TV incorporates High-Definition Multimedia Interface (HDMI™) technology.
HDMI, the HDMI logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

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## Energy Star

Your Hisense TV is ENERGY STAR ® qualified in the “Energy Saving” mode. It meets strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and Department of Energy. ENERGY STAR is a joint program of these government agencies, designed to promote energy efficient products and practices. Changes to certain features, settings, and functionalities of this TV (i.e. TV Guide, Picture, Sound) can increase or change the power consumption. Depending upon such changed settings, the power consumption may exceed the limits required for the ENERGY STAR qualification in the “Energy Saving” mode.

ENERGY STAR

**NOTE**

Where the MAINS plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.

**WARNING**

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority.

DOLBY DIGITAL PLUS

Manufactured under license from Dolby Laboratories.
Dolby and the double-D symbol are trademarks of Dolby Laboratories.



# CHILD SAFETY:

## It Makes A Difference How and Where You Use Your Flat Panel Display

Congratulations on your purchase! As you enjoy your new product, please keep these safety tips in mind:

### THE ISSUE

- The home theater entertainment experience is a growing trend and larger flat panel displays are popular purchases. However, flat panel displays are not always supported on the proper stands or installed according to the manufacturer’s recommendations.
- Flat panel displays that are inappropriately situated on dressers, bookcases, shelves, desks, speakers, chests or carts may fall over and cause injury.

### THIS MANUFACTURER CARES!

- The consumer electronics industry is committed to making home entertainment enjoyable and safe.

### TUNE INTO SAFETY

- One size does NOT fit all. Follow the manufacturer’s recommendations for the safe installation and use of your flat panel display.
- Carefully read and understand all enclosed instructions for proper use of this product.
- Don’t allow children to climb on or play with furniture and television sets.
- Don’t place flat panel displays on furniture that can easily be used as steps, such as a chest of drawers.
- Remember that children can become excited while watching a program, especially on a “larger than life” flat panel display. Care should be taken to place or install the display where it cannot be pushed, pulled over, or knocked down.
- Care should be taken to route all cords and cables connected to the flat panel display so that they cannot be pulled or grabbed by curious children.

### WALL MOUNTING: IF YOU DECIDE TO WALL MOUNT YOUR FLAT PANEL DISPLAY, ALWAYS:

- Use a mount that has been recommended by the display manufacturer and/or listed by an independent laboratory (such as UL, CSA, ETL).
- Follow all instructions supplied by the display and wall mount manufacturers.
- If you have any doubts about your ability to safely install your flat panel display, contact your retailer about professional installation.
- Make sure that the wall where you are mounting the display is appropriate. Some wall mounts are not designed to be mounted to walls with steel studs or old cinder block construction. If you are unsure, contact a professional installer.
- A minimum of two people are required for installation. F at panel displays can be heavy.

CEA Consumer Electronics Association
**www.CE.org/safety**

# Important Safety Instructions

**CAUTION**

**RISK OF ELECTRIC SHOCK DO NOT OPEN**

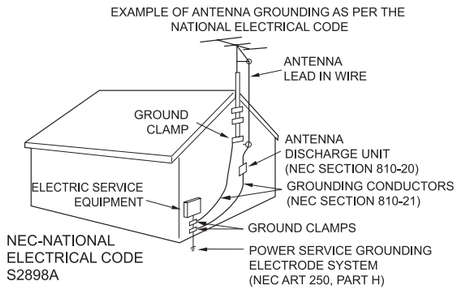
**CAUTION:** TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/ apparatus combination to avoid injury from tip-over.

13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Apparatus should not be exposed to dripping or splashing, and objects filled with liquids, such as vases, should not be placed on the apparatus.
16. An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits, as contact with them might be fatal.
17. Do not overload wall outlets and extension cords, as this can result in a risk of fire or electric shock.
18. Do not push objects through any openings in this unit, as they may touch dangerous voltage points or short out


EXAMPLE OF ANTENNA GROUNDING AS PER THE NATIONAL ELECTRICAL CODE
ANTENNA LEAD IN WIRE
GROUND CLAMP
ANTENNA DISCHARGE UNIT (NEC SECTION 810-20)
GROUNDING CONDUCTORS (NEC SECTION 810-21)
ELECTRIC SERVICE EQUIPMENT
GROUND CLAMPS
POWER SERVICE GROUNDING ELECTRODE SYSTEM (NEC ART 250, PART H)
NEC-NATIONAL ELECTRICAL CODE S2898A

parts that could result in fire or electric shock. Never spill or spray any type of liquid into the unit.

19. If an outside antenna or cable system is connected to the unit, be sure the antenna or cable system is grounded to provide some protection against voltage surges and built-up static charges, Section 810 of the National Electrical Code, ANSI/NFPA 70, provides information with respect to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.
20. When replacement parts are required, be sure the service technician uses replacement parts specified by the manufacturer or those that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.
21. Upon completion of any service or repairs to this unit, ask the service technician to perform safety checks to determine that the unit is in proper operating condition.



# Important Safety Instructions

22. When you connect the product to other equipment, turn off the power and unplug all of the equipment from the wall outlet. Failure to do so may cause an electric shock and serious personal injury. Read the owner's manual of the other equipment carefully and follow the instructions when making any connections.
23. Sudden high volume sound may cause hearing or speaker damage. When you use headphones, (if the unit is equipped with a headphone jack) keep the volume at a moderate level. If you use headphones continuously with high volume sound, it may cause hearing damage.

**CONDENSATION:**

Moisture will form in the operating section of the unit if the unit is brought from cool surroundings into a warm room or if the temperature of the room rises suddenly. When this happens, unit's performance will be impaired. To prevent this, let the unit stand in its new surroundings for about an hour before switching it on, or make sure that the room temperature rises gradually.

Condensation may also form during the summer if the unit is exposed to the breeze from an air conditioner. In such cases, change the location of the unit.

**HOW TO HANDLE THE LCD PANEL:**

Do not press hard or jolt the LCD panel. It may cause the LCD panel glass to break and injury may occur.

If the LCD panel is broken, make absolutely sure that you do not touch the liquid in the panel. This may cause skin inflammation.

If the liquid gets in your mouth, immediately gargle and consult with your doctor. Also, if the liquid gets in your eyes or touches your skin, consult with your doctor after rinsing for at least 15 minutes or longer in clean water.

**Possible Adverse Effects on LCD Panel:**

If a fixed (non-moving) pattern remains on the LCD Panel for long periods of time, the image can become permanently engrained in the LCD Panel and cause subtle but permanent ghost images. This type of damage is NOT COVERED BY YOUR WARRANTY. Never leave your LCD Panel on for long periods of time while it is displaying the following formats or images:

Fixed Images, such as stock tickers, video game patterns, TV station logos, and websites.

Special Formats that do not use the entire screen. For example, viewing letterbox style (16:9) media on a normal (4:3) display (black bars at top and bottom of screen); or viewing normal style (4:3) media on a widescreen (16:9) display (black bars on left and right sides of screen).

**The following symptoms are not signs of malfunction but technical limitation. Therefore we disclaim any responsibility for these symptoms.**

LCD Panels are manufactured using an extremely high level of precision technology, however sometimes parts of the screen may be missing picture elements or have luminous spots.

This is not a sign of a malfunction.

Do not install the LCD Panel near electronic equipment that produces electromagnetic waves. Some equipment placed too near this unit may cause interference.

Effect on infrared devices - There may be interference while using infrared devices such as infrared cordless headphones.

**Declaration of Conformity**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) This device must accept any interference received, including interference that may cause undesired operation.

## End of life directives

Your TV also contains material that can be recycled and reused. For disposal or recycling information, contact your local authorities or the Electronic Industries Alliance at www.eia.org to find a recycler in your area.

## Non-active pixels

The LCD panel contains almost 3 million thin film transistors, which provide exceptionally sharp video quality. Occasionally, a few non-active pixels may appear on the screen as a fixed black (in the case of a dead pixel), blue, green, or red point. These non-active pixels do not adversely affect the performance of your TV, and are not considered defects.

## Power source

TO USE AC POWER

1. The power cord is attached to the TV at the factory.
2. Connect the AC cord into an AC outlet.

**⚠ WARNING**

Do not connect this unit to the power using any device other than the supplied AC cord. This could cause fire, electrical shock, or damage.

Do not use with a voltage other than the power voltage specified. This could cause fire, electrical shock, or damage.

**⚠ CAUTION**

When this unit is not used for a long time, (e.g., away on a trip) in the interest of safety, be sure to unplug it from the AC outlet.

Do not plug/unplug the AC cord when your hands are wet. This may cause electrical shock.

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# Register Your TV to Receive Hisense News

Thank you for purchasing this **Hisense VIDAA Smart TV**. It offers you an integrated way to view TV content, use apps, play different types of media and access the Internet.

This User Manual provides information about the numerous features and easy-to-understand steps to connect devices to your TV, attach the TV stand, complete the Guided Setup, configure your settings, and much more.

Because we value your business, we want to keep you in the know of 'all things Hisense'. Using your mobile phone, scan the first QR code to register your TV and the second QR code to access the **Support** page. Depending on the make and model of your phone, you may need to download a QR code scanning application.

You can also access the **Product Registration** or **Support** page by visiting www.hisense-usa.com/support or www.hisense-usa.com/support/productreg

**Product Registration** page QR code

**Product Support** page QR code

# Package Contents

**IMPORTANT:** Look inside the styrofoam (within the upper and bottom parts of the box) to make sure that you have removed all items that come with the TV.

Your package in which you purchased this **VIDAA Smart TV** contains the following items:

- **VIDAA  Smart TV** (with the Power Cord attached)
- TV neck (the silver item)
- TV support anchor (the white item)
- TV base (the glass)
- ***Hisense VIDAA Smart TV Quick Start Guide***
- *Important Safety Information and Warranty Card* leaflet
- **2 size AA batteries**
- **2 size AAA batteries**
- **10 Phillips screws** (M5x12mm)
- **2 Phillips screws** (ST4)
- **1 IR Blaster cable** *(This is an optional item to use if you want to control a device -- that comes with a separate remote-- with the VIDAA Smart TV remote. For details, see the  'Connecting Devices to the TV' section of the User Manual)*
- **1 standard TV remote** (the larger one)
- **1 Bluetooth® remote** — 'Merlin'™  (VIDAA's voice activated air remote control)





# Required Tools and Devices

- Phillips screwdriver (not included) to attach the stand
- A Wi-Fi device, Router or other device for Internet connectivity

# Important Tips about Attaching a TV stand or Wall Mount Bracket

Make sure that your TV has adequate air circulation. Allow enough space around the TV as shown in the diagrams below. Avoid operating the TV at temperatures below 41°F (5°C).

**WARNINGS:**

- When you mount your TV on the wall or place it on furniture, maintain a distance of at least 4 inches between the TV and other objects (walls, cabinet sides, and so on) to ensure proper ventilation. Failing to maintain proper ventilation may cause the TV to overheat.
- Do not mount the TV at more then a 12 degree tilt.
- Do not use screws that differ from the length and diameter that we have recommended.
- Do not fasten the screws too firmly. This may damage the TV or cause it to fall, leading to personal injury. Hisense is not liable for these kinds of accidents.
- Be careful when you touch the TV. Some parts may be warm or hot.
- Do not place any type of fabric or papers underneath, on top of, or beside the TV. This can block ventilation and cause a fire.
- For detailed information about installing the wall mount bracket, see the third-party manufacturer's instructions or contact a professional installer for assistance.
- Do not operate or handle the TV with wet hands.

**Correct way to attach the TV stand**

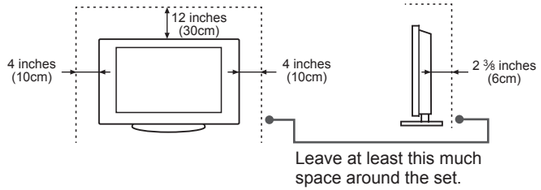



**Figure 1.** Correct way to attach the TV stand

**Correct way to attach the wall mount bracket**

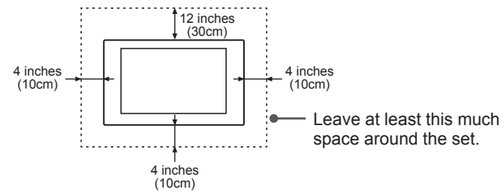
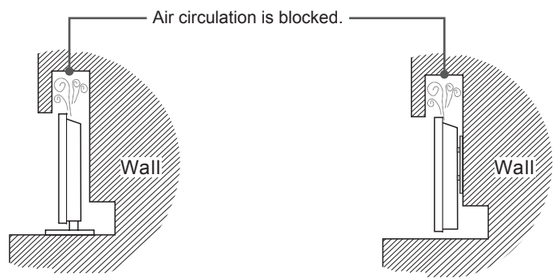



**Figure 2.** Correct way to attach the wall mount bracket




**Inadequate air circulation can make the TV overheat and cause a fire.**

**Figure 3.** Inadequate circulation

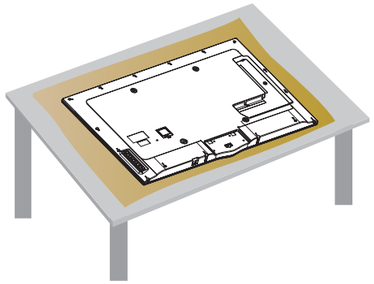
## Important Tips about Lifting and Moving the TV

- We recommend that at least 2 people are available to lift and transport the TV.
- Before moving or lifting the TV, disconnect the power cord and all cables.
- When holding the TV, face the screen away from you to avoid damage.
- Hold the top and bottom of the TV firmly.

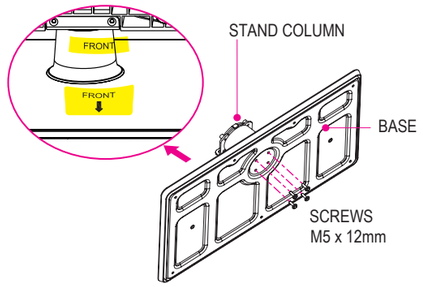
## Attaching the TV Stand

Follow the steps and illustrations below to attach the stand.

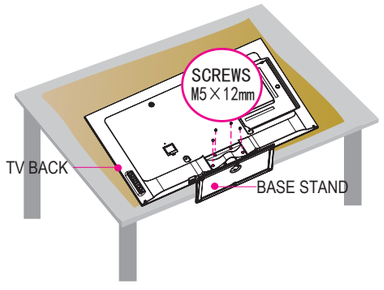
**1.** Carefully place your TV on a soft, cushioned, surface to prevent damage to the screen.



**2.** Secure the **STAND COLUMN** to the **BASE** with four screws




**3.** a. Align the **BASE STAND** with the screw holes located on the bottom of the TV.
b. Secure the **BASE STAND** to the TV with the four screws tightly.




**4.** a. Secure the **STAND COVER** to the **STAND COLUMN** with 4 screws.
b. Insert 2 (ST4) screws in the front and 2 (M5) screws in the back.

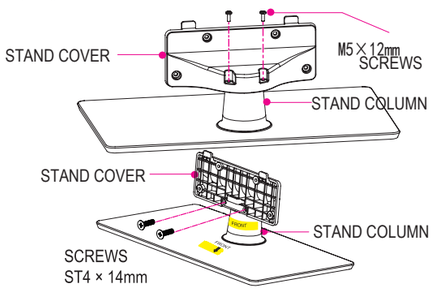



**Figure 4**. Stand Installation steps

***Documentation Disclaimer:*** *Images throughout this manual are for illustrative purposes only and may differ from the actual product.*





## Installing a Wall Mount Bracket (not included)

Your TV can be mounted on a wall using a wall mount bracket (not supplied) that can be purchased separately. Before you begin the installation instructions provided by the wall mount manufacturer, we suggest that you do the following things:

1. Remove the TV stand if you already attached it.
2. Place the TV face down on a clean, safe and cushioned surface.
3. Place the spacers (not included) in the corresponding bracket holes.

**CAUTION**

- Be sure to use the provider spacers between the TV and the bracket when attaching the mount.
- To prevent internal damage to the TV and ensure it is mounted securely, be sure to use fixing screws (not provided) that are 9.5 - 11.5 mm in length when measured from the attaching surface of the mounting hook.

Follow instructions provided with the Wall-Mount bracket.

- If you are not sure of your ability to complete the installation, contact a professional installer or service technician for assistance. Hisense is not responsible for any damages or injuries that occur due to mishandling or incorrect assembly.
- The selected screws are 9.5 - 11.5 mm in length when measured from the attaching surface of the TV's rear cover. The diameter and length of the screws differ depending on the Wall-Mount Bracket model.

## Locating Ports and Buttons on Your VIDAA Smart TV

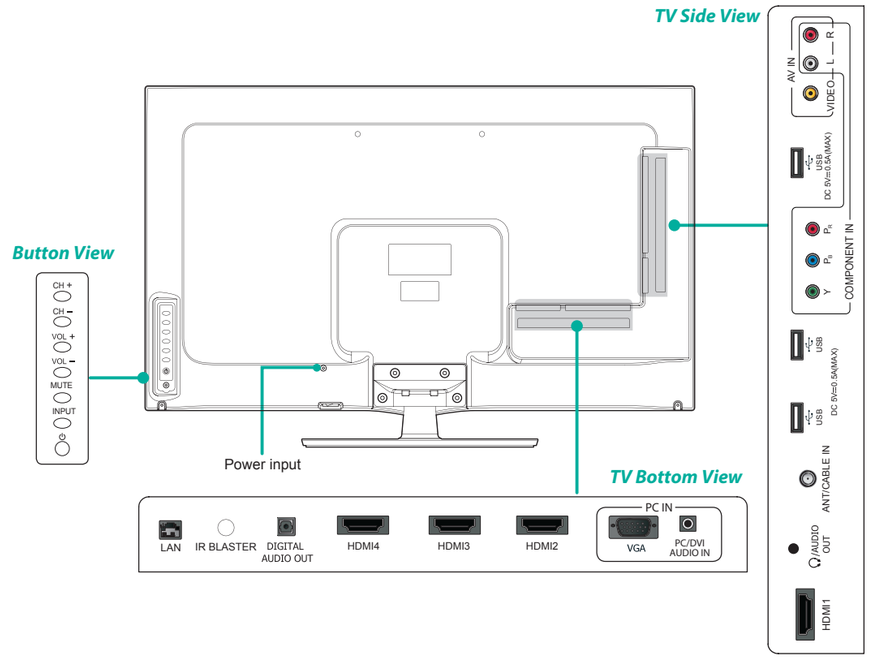



**Figure 5**. Ports and buttons on Your TV

# Connecting Devices to the TV

This section provides the steps to connect various devices to the TV.

## Connecting an antenna, cable or satellite box

1. Connect one end of a coaxial cable (not included) to the **[RF OUT]** jack on the antenna, cable or satellite box. If you are using an antenna with twin-lead cable, you may need a 300-75 Ohm adapter (not provided) to connect it to the back of your TV. Likewise, if you are using several antennas, you may need a combiner (not provided).
2. Connect the other end of the cable to the **[ANT/CABLE]** jack on the side of the back panel.
3. Select TV as the input source using the **[INPUT]** button.

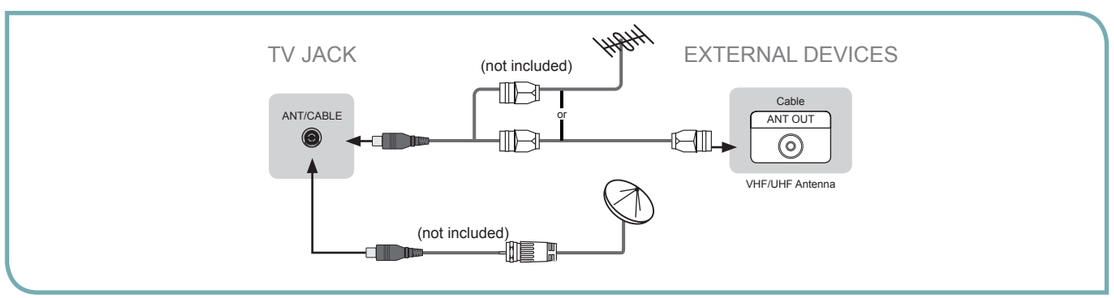



**Figure 6.** Diagram that shows how to connect an Antenna to the TV

## Connecting an Audio Visual (AV) device with a composite cable

1. Use the audio and video cables to connect the composite video/audio jacks of the external AV device to the jacks of the TV. (Video = yellow, Audio Left = white, and Audio Right = red).
2. Plug the connected devices into the main power socket before switching on the TV.
3. Select **AV** as the input source using the **[INPUT]** button.

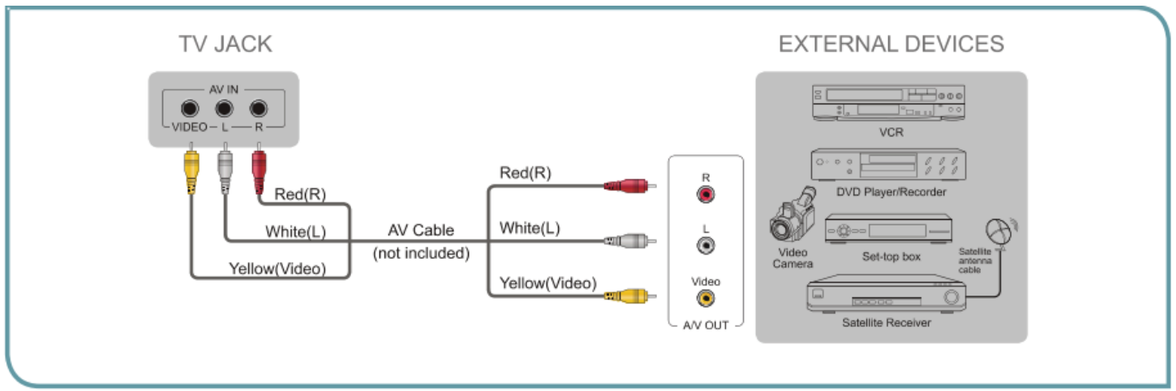



**Figure 7.** Diagram that shows how to connect an AV device with a composite cable





## Connecting an AV device with a component ($YP_BP_R$)

1. Use a component cable to connect the component output jacks of the external device to the $YP_BP_R$ jacks for the TV. Use an audio cable to connect the component audio jacks of the external device to the TV AUDIO (L/R) jacks.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select **Component** as the input source using the [**INPUT**] button.

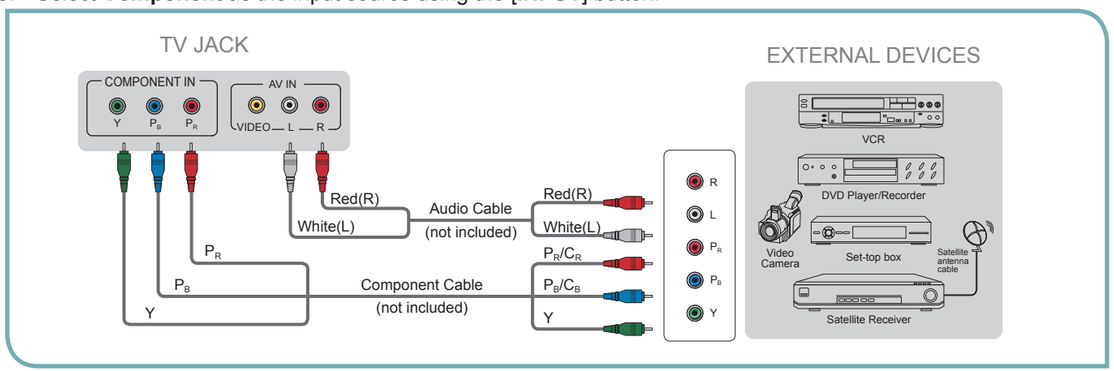



**Figure 8**. Diagram that shows how to connect an AV device with a component cable

**☑ NOTE**

One AV device can be connected to the TV using a component or composite cable.

## Connecting an AV device with an HDMI cable

This type of connection supports digital connections between HDMI-enabled AV devices such as a Personal Video Recorder (PVR), DVD, Blu-Ray, AV receiver and digital devices. In addition, some devices (such as a PVR or DVD player) require an HDMI signal to be set to **Output** in the settings of the device.

For instructions, please refer to the User Manual that came with your device.

1. Use an HDMI cable to connect the **[HDMI]** output jack of the AV device to the **[HDMI]** jack of the TV.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select one of the HDMI sources as the input source using the **[INPUT]** button.

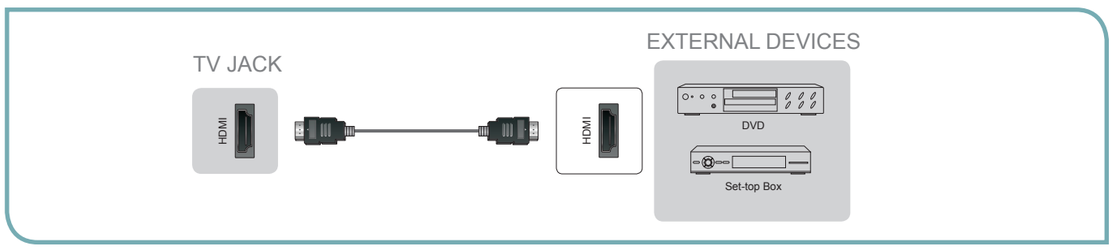



**Figure 9**. Diagram that shows how to connect an AV device with an HDMI cable

**☑ NOTE**

The HDMI connector provides video and audio signals. It is not necessary to connect an audio cable.

## Connecting a Headphone

You can connect headphones or an analog sound bar to the **[AUDIO OUT]** jack on your set. While the headphone is connected, the sound from the built-in speakers will be disabled.

**Figure 10**. Diagram that shows how to connect headphones to the TV

## Connecting a PC with a VGA Cable

1. Use a VGA cable to connect the [**VGA output**] jack of the PC to the [**VGA**] jack of the TV. Use an audio cable to connect the [**Audio Output**] jack of the PC to [**PC/DVI AUDIO IN**] jack of the TV.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select **VGA** as the input source using the **[INPUT]** button.

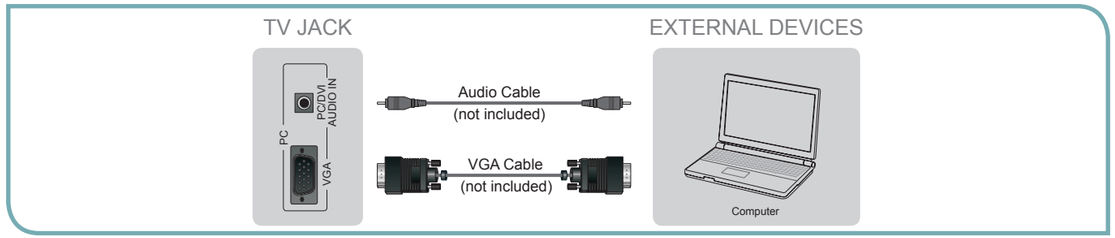



**Figure 11**. Diagram that shows how to connect a PC with a VGA cable

**☑ NOTE**

- If you want to use this TV as a monitor, please contact the PC Video/Graphic card manufacturer for further support and perfect compatibility.
- A VGA cable is not supplied with this product.
- We recommend that you use a VGA cable with 2 ferrite cores as shown in figure 13.

## Connecting an Audio Receiver with a Digital Audio Cable

1. Use an audio cable to connect the digital [**AUDIO IN**] jack of the AV device to the digital [**AUDIO OUT**] jack of the TV. Another option is to use an RCA Y-cable (1/8”-stereo mini to L/R phono - not provided) to connect analog sound system to the [**AUDIO OUT**] jack of the TV.
2. Plug the connected devices into the main socket before switching on the TV.
3. Select the corresponding source on the audio receiver.

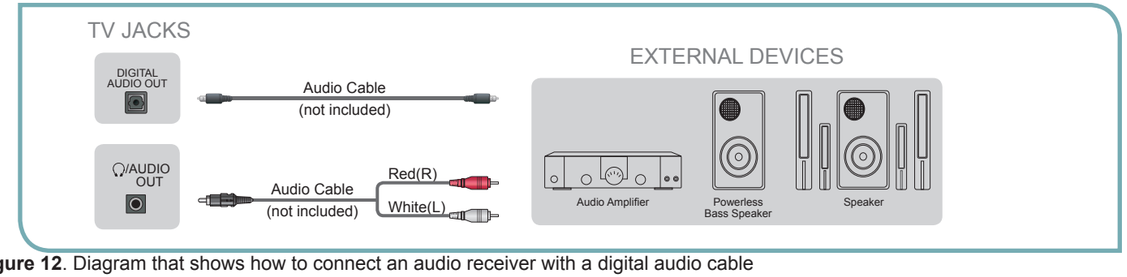



**Figure 12**. Diagram that shows how to connect an audio receiver with a digital audio cable





**☑ NOTE**

- When a digital audio system is connected to the digital **[AUDIO OUT]** jack, decrease the TV and system volume
- CH (channel) audio is available when the TV is connected to an external device that supports a 5.1 channel surround sound (5.1 CH)
- When the receiver (home theater) is set to ‘ON’, you can hear sound output from the digital **[AUDIO OUT] j**ack of the TV. When the TV is receiving a Digital Television (DTV) signal, the TV will send 5.1 CH sound to the home theater receiver. When the source is connected to the TV via HDMI, you will only hear 2 CH audio from the home theater receiver. If you want to hear 5.1CH audio, connect the digital **[AUDIO OUT]** jack from your DVD/Blu-ray player/cable box/STB satellite receiver directly to an amplifier or home theater.
- **Settings > Sound > Digital Sound Output** must be set to either PCM or Dolby Digital.

## Connecting an IR Blaster Cable

You can connect an **IR Blaster** cable to your TV and a device that comes with a specific remote (for example, a Set Top Box (STB) or DVR) to use your **VIDAA Smart TV** remote control the device.

**Configuring the Device**

1. Connect the plug of the **IR Blaster** cable to the port labeled **[IR Blaster]** on the back of the TV and place the opposite end on the Set Top Box.
   **☑ NOTE**
   You may want to use clear scotch tape to secure the opposite end of the **IR Blaster cable** to the device.
2. Go to **Settings > TV Settings> Setup IR Blaster.**
   The **Setup IR blaster** window displays.
3. Scroll down the list to select the input that you want to configure.
4. Select the device type that you want to set up.
5. Click **Next**.
   The **Setup Media Device** window displays.
6. Select the type of device that you want to set up and click **Next**.
   The **Lineup provider** window displays.
7. Select your lineup provider and click **Next**.
   The **IR Blaster Setup** window displays.
8. Click **Next**
   The **Select Device Subtype** window displays.
9. Click **Next**. The **Add device manually** window displays.

**Adding the Device**

1. Select the manufacturer of the device and click **Next.**
   The **Add Device Manually** window displays for you to select the manufacturer of the device.
2. Click **Next.**
   A second **Add Device Manually** window displays.
3. Press the Channel up button on the remote to test your connected device.
4. Click **Next.**
   A ‘Media Device Setup is Completed’ confirmation message appears.
5. Click **Finish.**
   The **Video Input** window displays and the name of the device that you have configured appears.

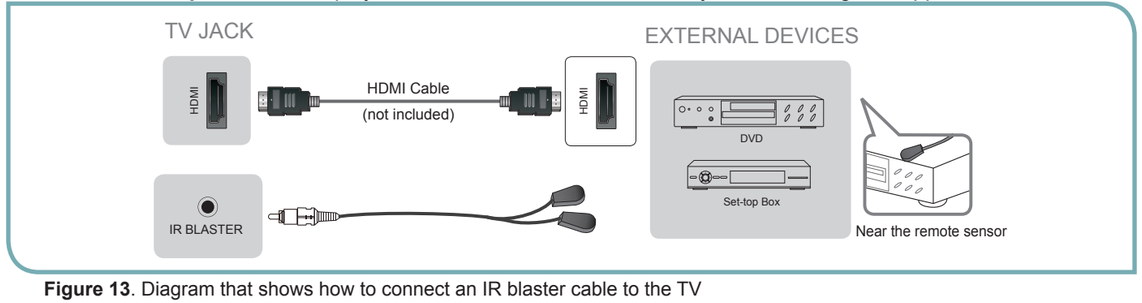



**Figure 13**. Diagram that shows how to connect an IR blaster cable to the TV

# Connecting Your TV to a Wired or Wireless Network

You have the option to connect your TV to a wireless or wired network.

## Connecting to a Wireless Network

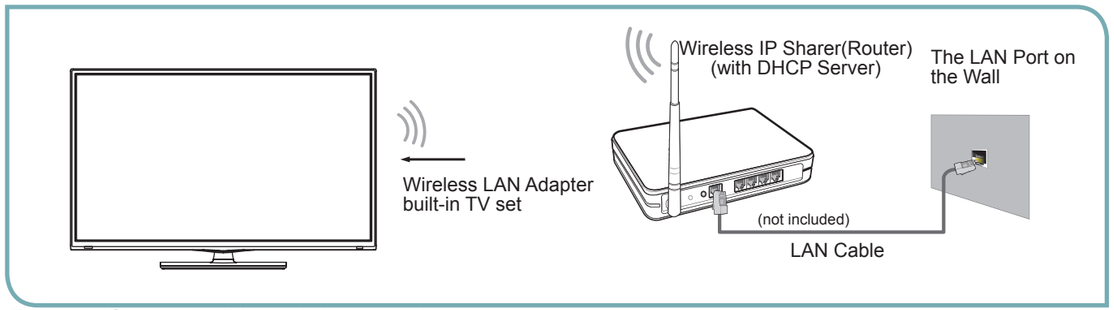



**Figure 14**. Connect the TV to a wireless network

Our built-in wireless LAN adapter supports the IEEE 802.11 b/g/n communication protocols and we recommend that you use an IEEE 802.11n router. When you play a video over an IEEEE 802.11 b/g connection, the video may not play smoothly.

**☑ NOTE**

- You must use the Hisense built-in Wireless LAN Adapter to use a wireless network because the set does not support an external USB network adapter.
- To use a wireless network, your TV must be connected to a wireless IP sharer. If the wireless IP sharer supports Dynamic Host Configuration Protocol (DHCP), your TV can use a DHCP or static IP address to connect to the wireless network.
- Select a channel for the wireless IP sharer that is not currently being used. If the channel set for the wireless IP sharer is currently being used by another device nearby, this will result in interference and communication failure.
- If you apply a security system other than the systems listed below, it will not work with the TV.
- If Pure High-throughput (Greenfield) 802.11N mode is selected and the Encryption type is set to WEP, TKIP or TKIP-AES (WPS2 Mixed) for your Access Point (AP), then the Hisense TV will not support a connection in compliance with these Wi-Fi certification specifications.
- If your access point (AP) supports Wi-Fi Protected Setup (WPS), you can connect to the network via Push Button Configuration (PBC) or PIN (Personal Identification Number). WPS will automatically configure the SSID and WPA key in either mode.

## Connecting to a Wired (Ethernet) Network

You can attach your TV to your LAN in one of the three following ways:
**Option 1.**

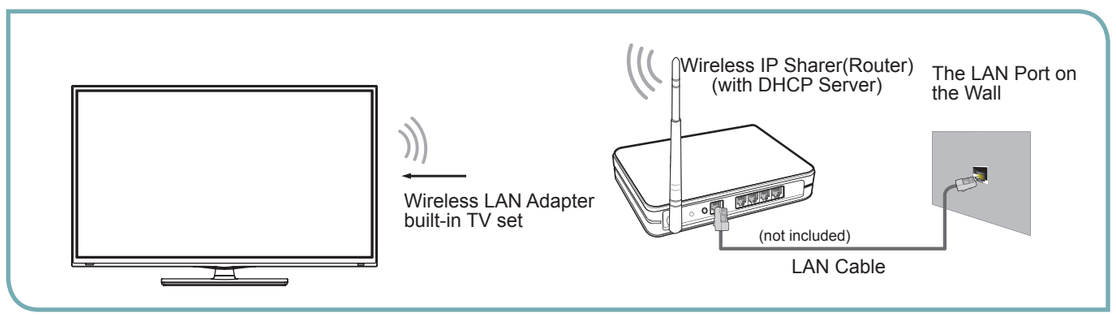



**Figure 15**. Connect a LAN port on the TV to an external modem





**Option 2**

- You can attach your TV to your LAN by connecting the LAN port on the back of your TV to an IP Sharer which is connected to an external modem. Use a LAN cable for the connection. See figure 16.

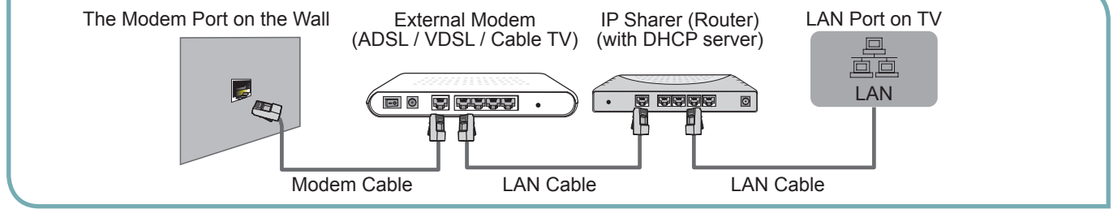



**Figure 16.** Connect a LAN port on the TV to an IP sharer

**Option 3**

- Depending on how your network is configured, you may be able to attach your TV to your LAN by connecting the LAN port on the back of your TV directly to a network wall outlet with a Cat 5 cable. See the diagram below. Note that the wall outlet is attached to a modem or router elsewhere in your house.

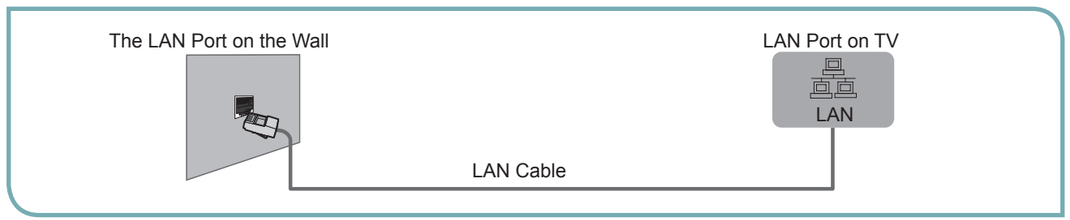



**Figure 17**. Connect a LAN port on the TV to a network wall outlet

If you have a Dynamic Network, you should use an ADSL modem or router that supports Dynamic Host Configuration Protocol (DHCP). Modems and routers that support DHCP automatically provide the IP address, subnet mask, gateway, and DNS, so you don't have to enter them manually. Most home networks are Dynamic Networks.

Some networks require a Static IP address. If your network requires a Static IP address, you must enter the IP address, subnet mask, gateway, and DNS values manually on your TV's Cable Setup Screen when you set up the network connection. To get the IP address, subnet mask, gateway and DNS values, contact your Internet Service Provider (ISP).

**☑ NOTE**

You can use ADSL modems that support DHCP if your network requires a static IP address. ADSL modems that support DHCP also let you use static IP addresses.

# About the Three Types of Remotes that You Can Use

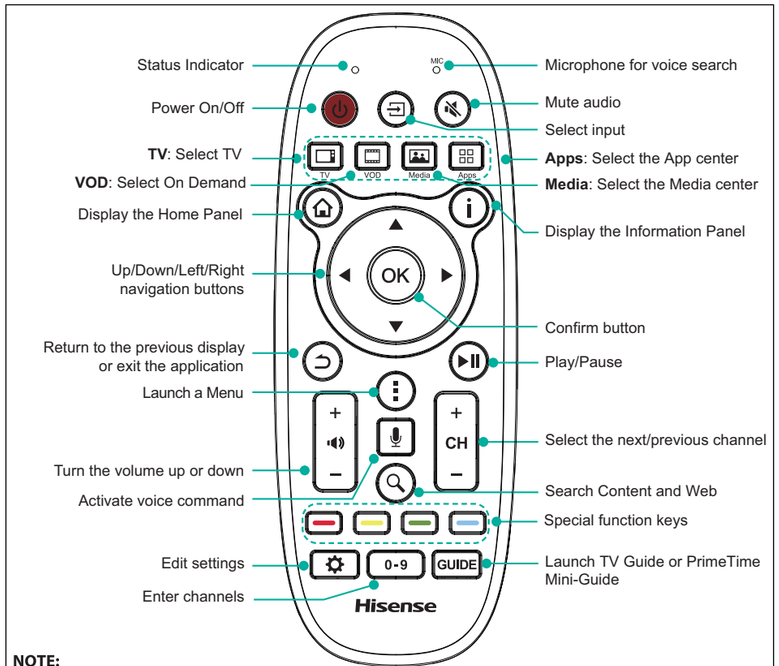
You can use the following types of remotes to control your **VIDAA Smart TV**:

- 'Merlin'™, the smaller Bluetooth-enabled remote that came with your TV
- The standard IR-based remote
- An IP-based remote (not included) that your tablet or wireless phone can be used as

## Merlin™ (the smaller Bluetooth remote)

'Merlin' is the smaller Bluetooth-based remote that you can use to control your TV from up to 10 meters (32 feet) away, speak commands and other interactive functions. Once you pair this remote to your TV, you will be able to enjoy these conveniences.

### Buttons on the Bluetooth-based Remote Control 'Merlin'




**NOTE:**

**1. The Status Indicator on the remote control will blink with each key press.**
**2. In 'pairing' mode, the Status Indicator will light red continuously for 60 seconds.**
**3.When pairing is complete, the Status Indicator will flash blue 3 times.**
**4.The Status Indicator will blink continuously when the battery is low.**
**5.The remote control will automatically go into sleep mode 30 seconds after the last key press. Sleep Mode can conserve battery life. Any movement or key press will immediately wake up the remote.**

**Figure 18.** 'Merlin' the Bluetooth Remote Control





## Merlin's LED Status Indicator Lights

Table 1 provides information to help you understand how Merlin responds to the TV through different LED colors.

| LED Color | What this means |
|---|---|
| Blue | • When pairing is complete, the blue LED will flash 3 times.<br>• The blue LED will blink with each button press. |
| Red | • In 'pairing' mode, the red LED will light continuously for 60 seconds.<br>• The red LED will blink when the battery is low.<br>• The red LED will blink with each button press if the Bluetooth-enabled remote is not paired with the TV. |
| 'Sleep' mode | • The remote control will automatically go into 'Sleep' mode 30 seconds after the last button press. 'Sleep' Mode can conserve battery life. Any movement or button press will immediately wake up the remote. |

### Putting Batteries in Merlin

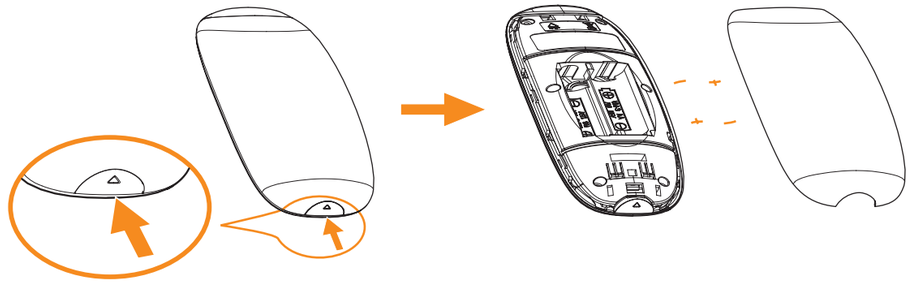


Figure 19. Putting batteries in Merlin

1. To open and lift off the battery cover, push the latch in the direction of the up arrow.
2. Insert two AA size batteries.
   Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
3. Close the battery cover.

**WARNING:** Do not expose the batteries to excessive heat (such as sunshine, fire or other sources).

## The Standard Infrared (IR) Remote

The standard infrared remote uses an infrared light as the main technology to communicate with the TV. The signal between the remote and the TV requires a line of sight at all times. Therefore, if you prefer to use this remote, make sure not to block the TV with any objects or sit too far away from it.

### Putting Batteries in the Standard IR Remote Control

1. To open and lift off the battery cover, push the latch (located on the back of the remote) in the direction of the arrow.
2. Insert two AAA size batteries.
   Make sure to match the (+) and (-) ends of the batteries with the (+) and (-) ends indicated in the battery compartment.
3. Close the battery cover.

## Buttons on the Standard Infrared Remote

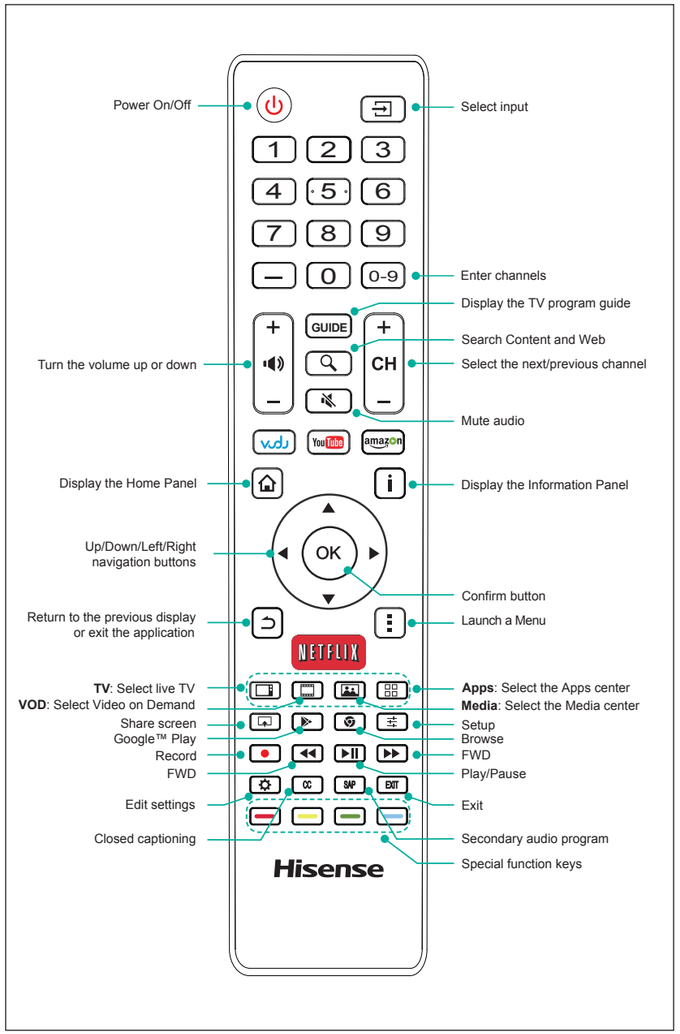



**Figure 20.** Standard IR remote





# Using your Tablet or Mobile Phone as an IP Remote

You can use your personal device (such as a mobile phone or tablet) to control your TV by setting it up as an Internet Protocol (IP) remote. This will require you to install the free **Hisense Anymote** app to your personal device and be on the same Wi-Fi network as the TV. The app will enable your device to control the TV without requiring line-of-sight (like a Standard IR remote).

## Setting Up Your Tablet or Mobile Phone to Control the TV

### What to do BEFORE you begin these steps

Go to the Google Playstore and download the **Hisense Anymote** app to your tablet or phone.

To set up your device as an IP remote:

### Connect the TV and Your Personal Device to the same Wi-Fi network

1. Make sure that your TV is connected to a wireless home network.

   ☑ **NOTE**

   The phone will use your wireless home network as a way to communicate to your TV. The TV and the device you use **must both be on the same** Wi-Fi network.

2. From your TV, go to **Settings > Wireless and networks.**
3. Choose a Wi-Fi network.
4. Using your tablet or phone, connect to the same Wi-Fi network as the IP address for the TV. **Again, both devices (the TV and your tablet or phone) must be on the same network.**

### Pair the Device and the TV

1. From your device, turn on the **Bluetooth** feature and make sure 'Bluetooth' also shows a 'visible' status on the TV.

   You will see the name of your TV appear on your device.
2. From your device, click on the icon to open the **Hisense Anymote** app.
3. View the list of devices for you to pair and select your TV device.
4. From the **Settings** page on your TV, go to **Personal > Pair virtual remotes.**

   The **Manage IP remotes** window displays.

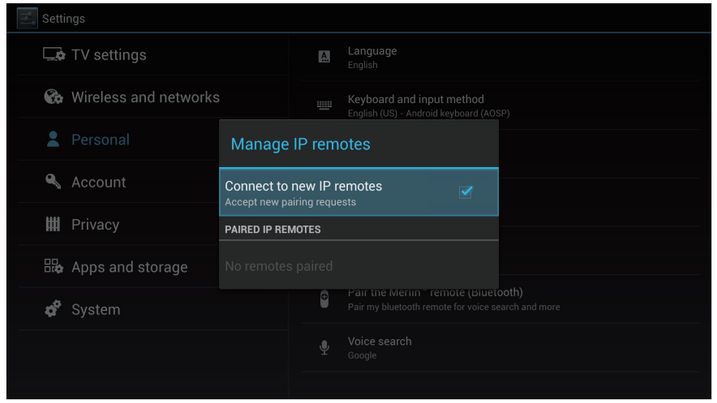



**Figure 21**. Manage IP Remotes window

5. Select **Connect to new IP remotes.**

   ☑ **NOTE**

   If you're unable to find the TV device in the list, then you can add it manually through the 'Add Google TV' window by typing in the IP address.

   A message displays on the TV screen that directs you to enter or scan a pairing code.

# Turn the TV on to Begin the First Time Setup Menu

The **Setup Wizard** appears the first time you turn on the TV. It guides you step-by-step through the initial setup and configuration of your television.

To help you through the process, a few screenshots of the Setup Wizard are shown. To get started:

1. Press the [**POWER**] button to turn on your TV.
   A startup page displays that shows the Hisense company logo and VIDAA product logo.

   The **Welcome** page of the Setup Wizard displays.

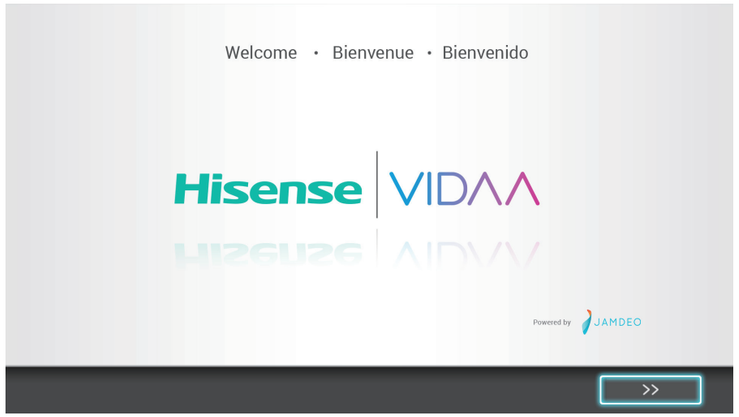



**Figure 22.** Welcome page

2. Press the **[Navigation]** button [▲/▼] to move to the **Language** page and select your language: **English, Spanish or French**.
3. Press the **[OK]** button on your remote to confirm your selection.

**Figure 23.** Language page





4. Select **Next**.

   The **End User License Agreement** page displays.

5. Press the [**OK**] confirmation button on the remote to accept the license terms and click **Next**.
   The **Remote Control** page displays and prompts you to pair your remote.

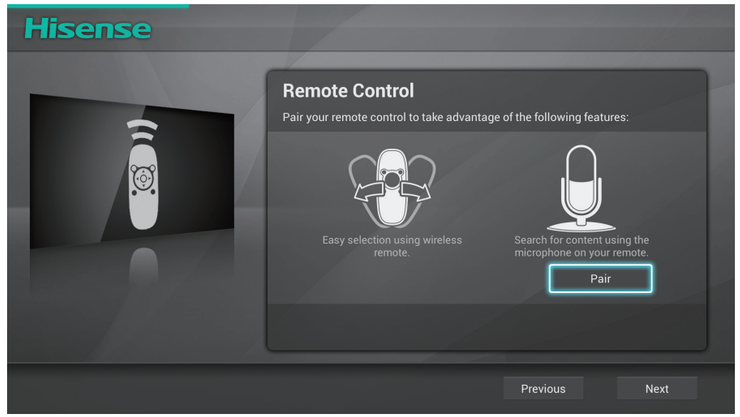



**Figure 24.** Remote Control page

   The **Remote Control Pairing** window displays.

6. Press the **[Red]** button (at the bottom of the remote) and the **[OK]** button simultaneously and release the buttons when the Red LED appears.

   The **Remote Control Pairing** window displays

.

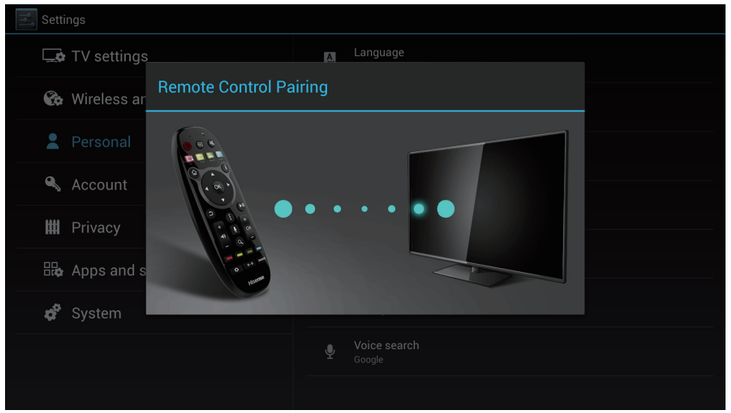



**Figure 25.** Remote Control Pairing page

A confirmation page appears that indicates the remote successfully paired and you can now use the AirMouse with your TV.

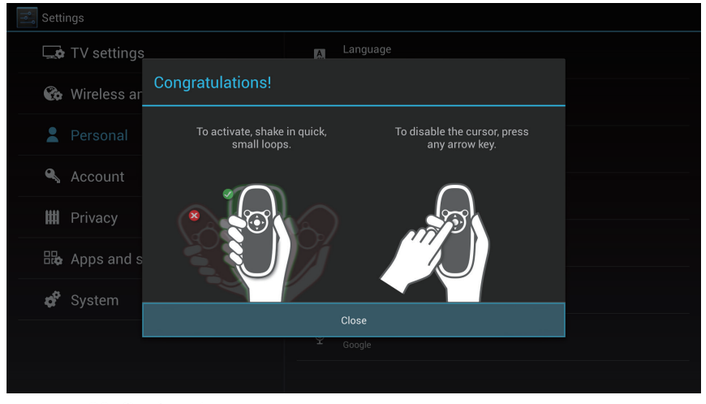



**Figure 26**. Confirmation page

The **TV Environment** window displays and Home Environment is already selected by default.

7. Click **Next**.

The **Network Connection** window displays.

8. Select your network connection and click **Next.**

Hisense
TV Environment
Where are you setting up your TV ?
Home Environment
Recommended for in-home TV usage.
Retail Environment
Select 'Retail Environment' if the TV will be on display in a retail setting.
Previous
Next

**Figure 27.** TV Environment page





9. Select the Network Connection that you prefer to use and continue to move to the remaining pages of the Setup Wizard.

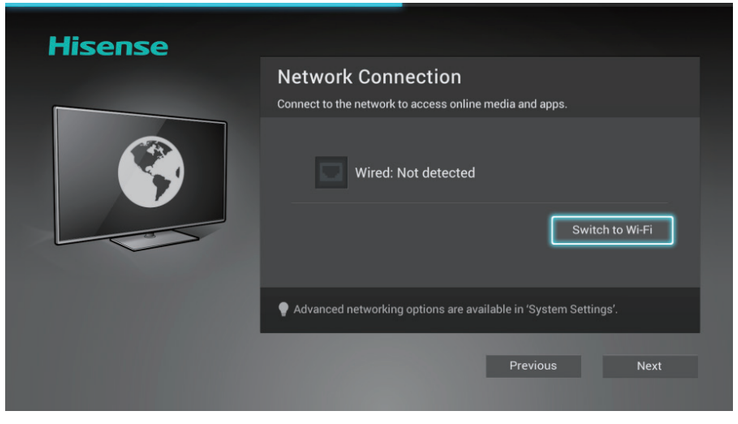



**Figure 28**. Network Connection page

# Using the Air Mouse and Voice Command Features

The **Air Mouse** feature allows you to point and click at the TV screen to type content using the virtual keyboard or click on tabs and links.

The **Voice Command (or Voice Search)** feature enables you to simply press the **Voice Search** button on the remote to control the TV by changing channels, searching for information and other actions.

## Using the Air Mouse Feature

The **Air Mouse** works wirelessly via the Bluetooth-enabled remote - Merlin. The motion sensor within the remote detects when you point and click on the screen so that you can control your TV.

To use the **Air Mouse:**

1. Shake Merlin from side to side.
2. Depending on the task that you want to perform, click the [**Navigation**] or [**Confirmation**] button on the remote.

## Using the Voice Search Feature

The **Voice Search** feature enables you to speak into the microphone on Merlin to change TV channels, visit websites, open apps and much more. You must pair the remote to the TV to use this feature.

To use **Voice Search**:

1. Press and release the **[Voice Search]** button on the remote control when ‘Speak Now’ appears on the screen.

   A **Welcome to Voice Search** window appears the first time. You can go through the tutorial or select **Skip tutorial.**

# Air Mouse and Voice Command Features

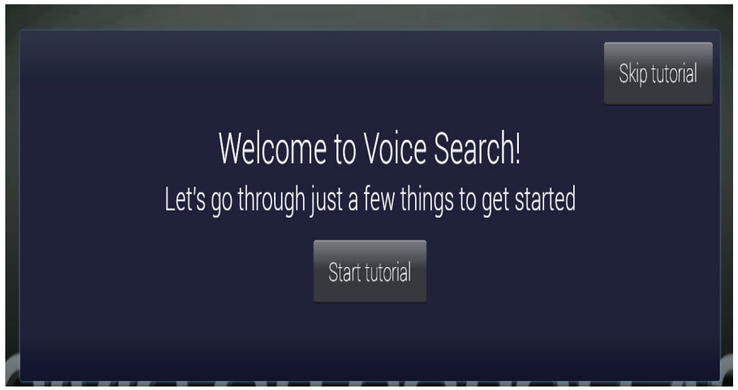



**Figure 29.** Welcome to Voice Search page

2. Begin speaking into the microphone (located at the very top of the remote above the **[Mute]** button).The **Status Indicator** LED turns red when the microphone receives your voice command and a 'Working' message appears.

**Tips:** To get direct results, try beginning your commands using the following words:

- "Channel"
- "YouTube"
- "Open"
- "Search"
- "Google" (and whatever you want to search)
- "Parental Control"

## Choosing Voice Search Settings

You can enable certain voice search settings based on your preference.

To enable your voice search settings:
1. Press the [**Home Panel**] button on the remote.
2. From the Shortcuts Bar go to **Settings > Personal > Voice Search**.
   The **Voice Search Settings** window displays.
3. Make your selection from the list of options.
   - Language
   - Block offensive words



# Navigating the Home Screen and Information Panels

## Overview of the Home Screen, Shortcuts Bar and Information Panel

The **Home Screen Panel** is where you will always locate the icons to access the four **VIDAA Smart TV** centers: **TV, On Demand, Media Center,** and **App Center**. You can also access the **Screen Share Center** and **Show** or **Hide all inputs** from this location.

The **Home Screen Panel** contains a **Shortcuts Bar** (located to the right of the Home Screen Panel) to provide you quick access to **Google Search, PrimeTime, Chrome, Playstore, Google** and **Settings**.

For a description of these features, go to the '*Shortcuts Bar Features*' section ahead.

Once you have selected a particular area from which to view content, you can view more information

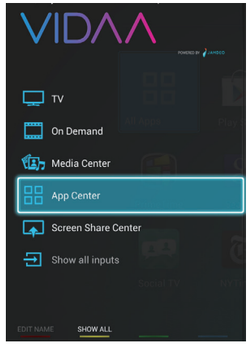



**Figure 30.** Home Panel

## Accessing the Home Panel Menu and Shortcuts Bar Features

To access the **Home Panel**:
1. Press the **[Home]** button on your remote control.
   The panel appears on the left side of the screen.
2. Press the [**Navigation]** button on your remote to make your selection.
   The selection launches on your TV.

## HOME PANEL MENU FEATURES

### TV

**TV** enables you to view live broadcast TV from your local provider.

### On Demand

**On Demand** is where you can access the applications for Play Movies & TV, YouTube, Vudu, Amazon Instant Video and Netflix.

### Media Center

The **Media Center** is a central location for you to view photos, music and other types of content from your personal devices or Cloud accounts.

### App Center

The **App Center** enables you to find, manage and launch applications.

## Screen Share Center

The **Screen Share Center** enables you to stream photos,music and videos from **streaming-enabled and streaming-compatible** devices (such as an Android mobile phone or tablet) and project them onto the TV screen. The **Screen Share Center** also allows you to stream content from most mobile streaming apps.

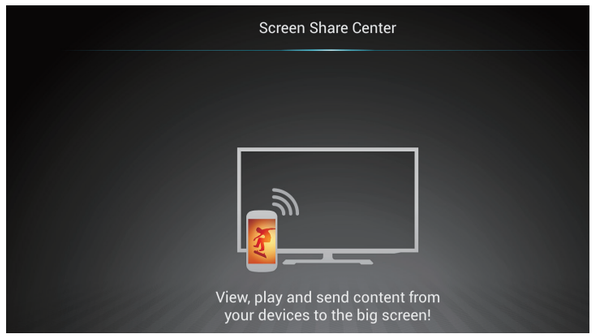



**Figure 31**. Screen Share Center

### Using the Screen Share Center to Stream Content From Your Device to the TV

Streaming allows you to send the movie, video or music files on your device to view or listen to on the TV.

### From Your Phone or Tablet

To stream video or audio content on to the TV screen:

1. Download a streaming app (such as Twonky™) to your phone or tablet and look for the **Beam** icon to identify it.
2. Check to make sure that your phone or tablet is connected to the same WiFi network as the TV.
3. From your streaming-enabled mobile phone or tablet, go to **Settings > Device> Display > Cast Screen.**
   An **Invitation to Connect** window appears.
4. Click on **Accept**.
   After a few seconds, the content begins to stream from your device onto the TV screen.

### From your Laptop or Desktop Computer

1. Make sure that your TV and laptop or desktop computer are connected to the same WiFi network.
2. From your laptop or desktop computer, go to **Windows Media Player**.
3. From the menu bar at the top, click on **Stream > Turn on Media Streaming**.
   A **Media Streaming options** window displays on your laptop or desktop computer screen.

4. Click on the **Turn on Media Streaming** tab.
5. Look for the name of your laptop or desktop computer in the list of devices that appears and select **Allowed.**
6. Click on **OK** at the bottom of the **Media Streaming Options** window.
7. Go to the **Media Center** on your VIDAA Smart TV. Your Media list from your computer will display. Begin browsing to select the content that you want to stream.

### Using the Screen Share Center to Mirror Content from Your Device on to the TV

Mirroring allows you to project an image of your phone or tablet (and the content on the screen) to the TV screen by using Wi-Fi Direct™. This mirroring feature differs from 'streaming' because only the image that's on the phone or tablet (NOT the video, music or photo file) is sent to the TV. Wi-Fi Direct technology enables devices to connect directly to one another without requiring additional equipment (such as a router, cable and so on). To mirror content that is on your phone or tablet, turn **Wi-Fi Direct** (located in **Wireless and Networks** settings of the VIDAA Smart TV) to 'On'. Before you turn it 'On', disconnect your WiFi connection or turn off Mobile Hotspot® because open connections will close.

To mirror content from your phone or tablet on to the TV screen:

1. Click on the **[Home Panel]** button on your remote.
   The **Home Panel** appears on the left side of the screen.
2. Navigate to **Screen Share Center**.
3. From your phone or tablet, go to **Settings > Device> Display > Cast Screen.**
   **Note:** After you go to **Display,** your 'Mirror' or 'Cast Screen' function may be in a different location then step 3. Because every phone or tablet is not the same, look for your **Media Sharing** feature to find 'Mirror' or 'Cast Screen'.
   An **Invitation to Connect** window appears.
4. Click on **Accept**.
   After a few seconds, the screen from your device displays on the TV.





## Show all Inputs

The **Show all Inputs** menu feature appears at the bottom of the **Home** panel and enables you to view a list of the devices that you have connected to the TV. Using the **[Ok]** button on your remote, select **Show All Inputs**.

A list of your inputs displays.

**☑ NOTE**

A second method to show all inputs is to select **Show All Inputs** and press the [**Yellow**] button on the bottom of the remote control.

## Hide Inputs

To hide the list of devices that you have connected to the TV, navigate to the bottom of the **Home Panel** and select **Hide Inputs**.

The list of your inputs is no longer visible.

**☑ NOTE**

You can also select **Hide Inputs** and press the [**Yellow**] button on the bottom of the remote control.

## Edit Input Information

To edit information about your input sources, select the input that is listed and press the **[Red]** button (for the **Edit Name** function) on the bottom of the remote control. For example, If you have an XBOX connected to the TV and want to edit the name that is being used for that input, then change the information to 'XBOX'.

An **Edit Input Source** name window displays in the middle of the screen. Use the onscreen virtual keyboard to type the information that you want to change.

# SHORTCUTS BAR FEATURES

The **Shortcuts Bar i**s the list of icons beside the **Home Panel** and contains menu features that are placed there for you to access quickly.

## Google Search

Your **VIDAA Smart TV** enables you to search for content within different centers (**TV, On Demand, Media Center** and **App Center**).For example, a simple search on the movie *Star Wars* will take you to listings of various *Star Wars* films, website articles and much more.

## PrimeTime

Bring together everything on your TV, Netflix, YouTube, Amazon Instant Video (where available) and all sorts of other Internet streaming sites. PrimeTime recommends the best content for you to watch.

## Chrome

If you log into your Google account on your TV and computer, you can use the Google Chrome web browser to surf quickly or bring your open tabs, bookmarks, history and more from your computer to your Smart TV.

## PlayStore

You can find Android apps, games, music and other content from the PlayStore.

## Google

You can listen to or view content such as your music, photos or Youtube videos.

## Settings

The **Settings** feature has many options to choose from to configure your TV.

## TV SETTINGS

- **Startup Input Source**: Choose which content source you want to start up when you power on the TV.
- **Select Live TV Source**: Choose the source from which you are receiving local TV channels.
- **Setup IR blaster:** Use an **IR blaster** cable to control your television and other devices (for example, a DVR or set-top box) that normally require a separate remote.
- **Scan Channels**: Scan channels from your TV antenna or cable set-top box.
- **Manage channels:** Manually add or delete channels.

## WIRELESS AND NETWORKS

- **Select a Network**: Change or view the type of network connection you are using to access the Internet.
- **Ethernet**: Turn the Ethernet 'On' or 'Off'.
- **Wi-Fi**: View the status of your Wi-Fi connection and IP address.
- **Wi-Fi Direct**: Turn Wi-Fi Direct 'On' (if you want to stream content from a streaming-enable device to your TV) or 'Off'
- **Proxy**: Edit or create the settings for your proxy server.
- **Bluetooth**: Turn 'On' or 'Off' the Bluetooth feature or view all available Bluetooth devices.
- **Network Status**: View details (for example, Internet connectivity status, Wi-Fi status, Local network information and more).

## PERSONAL

- **Language**: Select or edit the language for your **VIDAA Smart TV**.
- **Keyboard and Input Method**: Select or edit the type of keyboard (Remote or Physical) that you want to use with your Smart TV.
- **Set Pointer Speed**: Increase or decrease how far you have to move the mouse to move the pointer a particular distance.
- **Speech**: Select the **Voice Recognizer** to speak commands into the microphone or **Text-to-Speech Engine** feature to use with your Smart TV.
- **Pair virtual remotes (IP)**: Connect to new IP remotes. For details about this feature, go to the '*Customizing Advanced Settings'* section.
- **Pair the Merlin™ remote (Bluetooth):** Pair the Bluetooth remote to use the **Voice Search** feature and more.
- **Voice Search**: Set or edit your **Voice Search** settings.

## ACCOUNT

- **Make Passwords visible**: Turn this setting 'On' or 'Off'.
- **Add a Google Account**: Synchronize the TV to your Google accounts.

## PRIVACY

- **Parental control**: Turn 'On' or 'Off' **Parental Control**. If you turn it on, create a password that will enable you to set other options such as **Lock Input Source, Lock TV program by ratings,** and **Change parental control password.** **See page 29-32 for more details about the Parental Control feature.**
- **Lock input source**: When you turn 'On' Parental Control, you are able to prevent another source from being used to access TV channels.
- **Lock TV program by ratings**: Block access to view certain TV programs based on their ratings.
- **Change parental control password**: Change your password to control access to tV content and sources.
- **Personal data reports**: Allow Google to receive utilization reports.
- **Clear search history**: Clear all recent searches and searchable items.
- **Set safety**: Block adult content from appearing in search results, require a PIN to use Google Chrome & Play Store, deactivate Netflix or deactive VUDU
- **Backup and restore:** Back up and restore your app data, Wi-Fi passwords and other settings to Google servers or do a Factory Reset.

## APPS AND STORAGE

- **Internal Storage**: Manage your internal storage space.
- **External Storage**: Manage your external storage space.
- **Running Apps**: View the amount of internal space that your running apps are using.
- **Downloaded apps**: View the amount of internal space that your downloaded apps are using.
- **All apps**: View the amount of internal space that all of your apps are using.

***DISCLAIMER: DISABLING THIRD-PARTY APPS***

*If you disable a Hisense third-party app (for example, Netflix) from running on the TV, the app service provider will **not automatically discontinue billing** for the service. Be sure to contact the third-party application provider directly to ask them to stop billing you.*





## System

- **Date & Time**: Set the date and time for your **VIDAA Smart TV** system.
- **Location and Area**: Set the location for your **VIDAA Smart TV** system.
- **Power**: Set the timer for when you want the TV to turn off automatically.
- **Accessibility**: Edit the status of the system services (TalkBack, Speak Passwords, Text-to-speech output, Touch and hold delay).
- **Security**: Set or change your security settings.
- **Connected home devices:** Play media from your home network on your TV.
- **About:** View general information (such as the manufacturer name, model name, and software version) for your **VIDAA Smart TV.** You can also check if you have the latest software for your remote control and the TV.

## Alerts

The **Alerts** icon on the **Shortcuts Bar** displays the number of Android notifications that the TV has received.

### Using the Sleep Timer

To use the **Sleep Timer** feature:

1. Press the **[Home Panel]** button on your remote.
   The **Home Panel** window appears on the left side of the screen.
2. Navigate to **Settings > System > Power.**
   The **Power** window displays on the screen.
3. Make your selection from the time increments that are listed.

**☑ NOTE**

When you turn the TV off and back on, the Sleep Timer will be disabled.

## Using Parental Control

The **Parental Control** feature enables you to block access to channels, movies and other content that is not appropriate for children.

### Turning Parental Control 'On'

To turn 'ON' **Parental Control**:

1. Press the **[Home Panel]** button on your remote and navigate to the **Settings** icon OR just press the [**Edit Settings**] button on your remote.
   The window appears on the left side of the screen.
2. Click on the **Settings** icon.
3. Using the navigation button go to **Privacy > Parental Control.**
   A **Parental Control** window appears that shows **OFF** and **ON** radio buttons.
4. Enable Parental Control by selecting **ON**.
   A **Parental Control** password window displays.
5. Create a 4-digit password.
6. Confirm the password that you have created by entering it again.
   A confirmation message appears that reads "Parental password successfully changed"

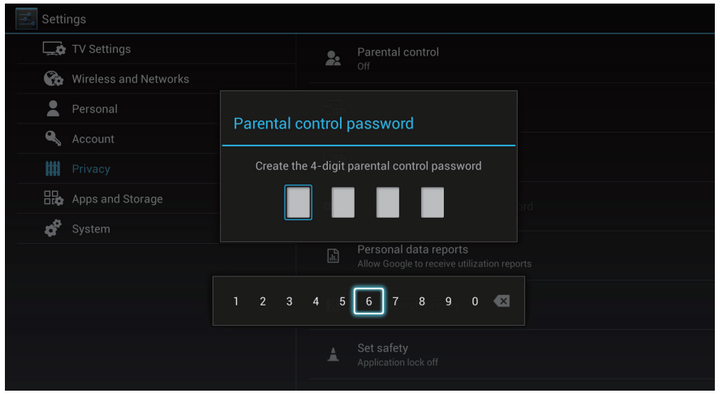



**Figure 33**. Parental Control Password window

## Turning Parental Control 'Off'

To turn ‘OFF’ **Parental Control**:

1. Press the **[Home Panel]** button and navigate to the **Settings** icon OR press the **Edit Settings** button on your remote.
   The window appears on the left side of the screen.
2. Using the **[Navigation]** button on your remote, select **Settings > Privacy > Parental Control**.
   **A Parental Control** window appears that shows **OFF** and **ON** radio buttons.
3. Disable **Parental Control** by selecting **OFF**.
   **A Parental Control** password window displays.
4. Enter your 4-digit password.
   A confirmation message appears to let you know that it is turned off.

## Locking the Input Source

In order to lock the input source or TV program by ratings, **Parental Control** must be turned ‘ON’.

To use the **Lock the Input Source** feature:

1. From **Settings > Privacy** navigate to **Lock Input Source**.
2. Enter your password.
   **A Lock input source** window appears.

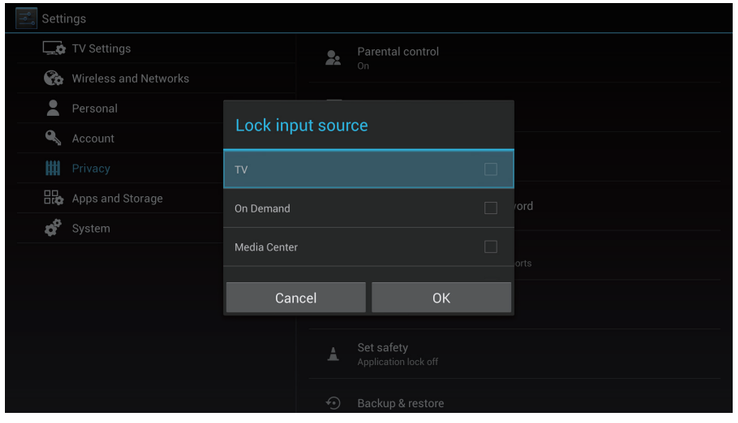



**Figure 34**. Lock Input Source window

3. Select the source that you want to lock and click **OK**.





## Locking a TV Program by Ratings

To use the **Lock a TV Program by Ratings** feature:

1. From **Settings > Privacy** navigate to **Lock Input Source**.
2. Enter your password.
   **A Program Rating Lock** window appears.

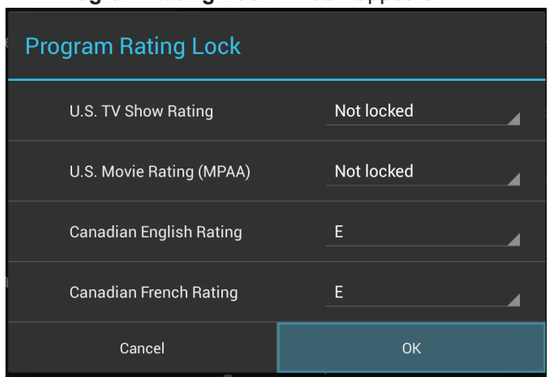



**Figure 35.** Program Rating Lock window

3. Select the type of program that you want to lock.

**NOTE**

All ratings that are higher than those you select are also blocked. For example, if you choose to block the PG-13 rating, then the higher ratings (R and NC-17) are automatically blocked too.

## Description of U.S. TV Ratings

| Content | Defined as |
|---|---|
| **FV** | Fantasy Violence |
| **D** | Suggestive dialog |
| **L** | Course or crude language |
| **S** | Sexual situations |
| **V** | Violence |

## Description of Age-based Ratings

| TV-Y | **All children** |
|---|---|
| **TV-Y7** | Directed to older children |
| **TV-G** | General audience |
| **TV-PG** | Parental Guidance Suggested |
| **TV-14** | Parents strongly cautioned |
| **TV-MA** | Mature Audiences Only |

## U.S. Movie Ratings

| Rating | Defined as |
|---|---|
| **G** | General audience |
| **PG** | Parental Guidance suggested |
| **PG-13** | Parents strongly cautioned |
| **R** | Restricted |
| **NC-17** | No one 17 and under permitted |

Canadian English Ratings

| Rating | Defined as |
|---|---|
| C | Children |
| C8+ | Children 8 years and older |
| G | General programming that is suitable for all audiences |
| PG | Parental Guidance |
| 14+ | Viewers 14 years and older |
| 18+ | Adult Programming |

Canadian French Ratings

| Rating | Defined as |
|---|---|
| E | Exempt programming (no rating) |
| G | General (appropriate for all ages and must contain little to no violence or sexual content) |
| 13+ | Programming is appropriate for children 13 and older and may contain moderate violence, language and some sexual situations |
| 16+ | Recommended for children 16 and older and may contain strong violence, language and sexual content |
| 18+ | Programming intended for viewers that are 18 and older. Programming may contain extreme violence and graphic sexual content/pornography. |

**☑ NOTE**

If you forget your password, call the **Hisense Electronics Consumer Care Center** or reset your TV back to the factory settings.





## Accessing the Information Panel

The **Information Panel** launches a submenu of information in context to the type of content you are currently viewing. For example, if you are watching a live TV broadcast, the information panel will display information about the channel and prompt you to add it to **Favorites**.

If you are currently in the **On Demand** center and watching episode 3 of a TV series, then the **Information Panel** displays data about that particular episode.

### Information Panel Elements for Live TV

If you access the **Information Panel** while viewing a live TV broadcast, then the following tabs appear:

- **Info:** This tab displays information about the program that you are currently viewing.
- **Channels**: This lists all of the available channels from your local service provider.
- **Favorites**: This lists all of the channels that you saved to your **Favorites** section.

To access the **Information Panel** while viewing a live TV broadcast:

1. Press the **[Information Panel]** button on the remote.
   The window displays on the left side of the screen.

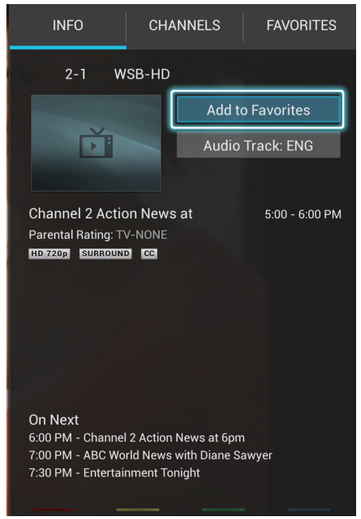



**Figure 36**. Information Panel window during live TV broadcast

2. Using the **[Navigation]** buttons on the remote, make your selection from the **Information Panel**.

# About the Four VIDAA Smart TV Centers

The **VIDAA Smart TV** series contains four centers: **TV, On Demand, Media** and **App Center.** You can jump freely back and forth between each of them without having to exit the current one.

- **TV** gives you access to live broadcast TV content.
- **On Demand** provides you access to online video content.
- **Media Center** is a central location for you to access video, image and audio files that are stored on your personal devices, network or Cloud.
- The **App Center** provides you access to pre-installed and downloaded applications that are stored on your TV.

## TV Center

To view live broadcast TV content, select the **[TV]** button on your remote control.

To switch from live **TV** to a different area, press the appropriate button on the remote control.

## Overview of the TV Center

**On-Screen Information**: When you select a channel, a horizontal **Information Banner** briefly appears at the top of the screen and displays the:

- Rating for the program that you are watching
- Program Start and End time
- Current time
- Television network ID
- Available broadcast captions
- Programs that are coming on next

A second method to view the On-Screen information is by pressing the [**Information Panel**] button on the remote and selecting **Info**.

**Favorites**: Select **Favorites** to view a list of channels that you enjoy and want to access quickly. To add the channel that you are watching, select **Add to Favorites**. You can quickly move between favorite channels by pressing the [**Navigation**] button up or down.

**TV Settings**: Press the **[Edit Settings]** button on your remote to view and change **Picture, Screen, Sound, Broadcast** and **Settings.**

**TV Settings**. For a description of these settings, go to the '*Customizing Settings*' section.

**On-Next Program Guide**: While you are watching a channel, you can view programs that are scheduled to come on later.





## Using the On-Next Program Guide

To view the On-Next Program Guide:

1. Press the **[Information Panel]** button on your remote control.
   The window displays on the right side of the screen.
2. Select **Info**.
   The names of the On Next programs appear at the bottom of the window.

## Using the Channel List

To view a list of channels:

1. Press the **[Information Panel]** button your remote.
   The window displays on the right side of the screen.
2. Select **Channels**.
   A full list of channels and the programs appears.

**Figure 37**. Full Program Guide

## Adding Channels to your Favorites

To add a channel to your **Favorites**:
1. From the TV, turn to the channel that you want to add.
2. Press the **[Information Panel]** button on your remote control.
   The **Information Panel** window displays.
3. Using the cursor for your remote, click on the **Info** tab.
4. Click on **Add to Favorites** .
   A small star appears beside the channel number as confirmation that it is added.

## Removing Channels from Your Favorites

To remove a channel from the list of **Favorites**:
1. From the TV, turn to the channel that you want to remove.
2. Press the **[Information Panel]** button on your remote control.
   The **Information Panel** window displays.
3. Using the cursor for your remote, click on the **Info** tab.
4. Click on **Remove from Favorites**.
   A small star that was beside the channel number disappears as confirmation that it is removed.

# On Demand

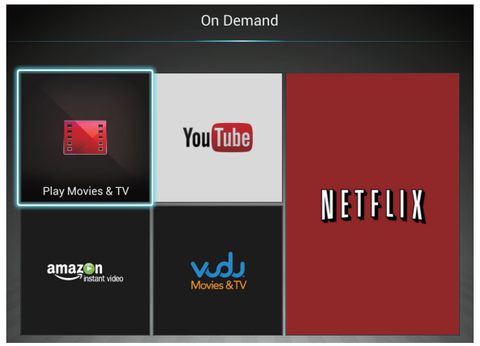



**Figure 38.** On Demand home page

## Overview of the On Demand Center

**On Demand** enables you to find, manage and launch pre-installed **Video on Demand** (VOD) applications such as Amazon Instant Video, YouTube, Netflix and other content service providers.

**On Demand** only displays and launches VOD applications through the following content providers that appear on the page:
- Play Movies & TV
- YouTube
- Vudu
- Amazon Instant Video
- Netflix

***Disclaimer:*** *Available VOD content providers may vary in Mexico and Canada.*





## Browsing On Demand

To browse through **On Demand** you have two options:
Option 1.

1. Press the [**VOD**] button on your remote.
2. Use the [**Navigation**] buttons to navigate the library of available applications.

Option 2.

Press the **[Home panel]** button on your remote and select **On Demand**.

## Viewing Information about an On Demand Application

To view information about an On Demand application before you launch it:

1. Use the [**Navigation**] buttons to select the application.
2. Press the [**Information Panel**] button on the remote.

A side panel displays and shows the version of the application and date that it was updated. You can also begin viewing the application by clicking on the **Launch** tab.

## Launching an Application

To launch an application:

1. Use the **[Navigation]** buttons on your remote to select it.
2. Press the **[Confirm]** button on the remote.
   The application launches.

## Exiting Out of On Demand

To exit out of **On Demand** and switch to a different area, press the button for the item on your remote control.

### Description of Features

| Feature | Description |
|---|---|
| **Play Movies & TV** | This feature allows you to watch movies and TV shows that you have purchased on Google Play. |
| **YouTube** | Select from millions of videos and enjoy live streaming events on your TV. You can also search on you mobile device and share the content to the big screen in full HD. |
| | |
| **VUDU** | Rent, buy and watch High Definition (HD) movies and TV shows on demand. |
| **Amazon Instant Video** | View Amazon Prime movies and TV shows. |
| **Netflix** | Watch movies and TV shows streamed instantly over the Internet. |

# Media Center

The **Media Center** is a central location for you to upload and view or listen to different types of content (for example, your photos, music and movies) through the following methods:

- **A personal device** (for example, a USB thumb drive or USB hard drive)
- A **Cloud Services application** (for example, Dropbox, Skydrive or Google Drive) or by
- **Streaming** -- Through streaming, your devices will communicate with each other over your home network that you use for Internet service and enable you to do things like view movies in one room and listen to music in another room of your home.

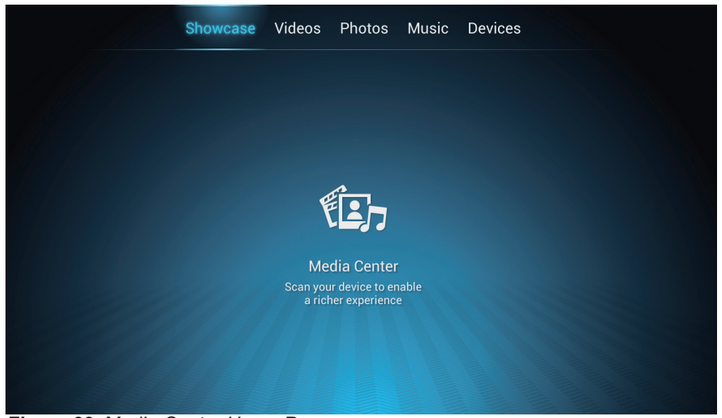



**Figure 39**. Media Center Home Page

## Overview of the Media Center

When you connect your personal devices to the TV, the **Media Center** automatically detects it. A **Media Device Detected** window displays on the screen and prompts you to select the device to include in your Media Collection.

**☑ NOTE**

Depending on the device, it may take a moment for the **Media Center** to detect it. If a **Media Device Detected** window does not appear within a few minutes, then try connecting the device to one of the other USB ports.

For example, if you have photos on the device, the **Media Center** collects and displays information such as the Album Name (Folder Name), Folder Location, Date Created and Number of Photos.

If you have videos on the device, the **Media Center** collects and displays information such as the Duration, File Size, Date Created and Number of Times Watched.

## Supported File Formats for the Media  Center

| Medium | File Format |
|---|---|
| **Videos** | TS, TRP, TP, M2TS, MP4, MKV, WebM, 3gp |
| **Photos** | JPG, BMP, PNG, WebP, GIF |
| **Music** | MP3, FLAC, M4A/AAC, MP4, OGG |





## Media Pages that Make up the Media Center

The **Media Center** home page contains five tabs in the menu: **Showcase, Videos, Photos, Music** and **Devices**. The pages populate when scanning is enabled for at least one device.

- Showcase

The **Showcase** page provides a master view of all of your content. Each tile represents the type of media that the TV system detected and can support (in other words, Photos, Video and Music).

The **Videos** page provides a master view of all of your video files.

- Photos

The **Photos** page provides a master view of all of your photos.

- Music

The **Music** page provides a master view of all of your music files.

- Devices

The **Devices** page provides a complete view of each connected device that the Media Center recognizes.

- **All Devices:** Select **All Devices** to view a list of all of the devices that are currently being recognized by the TV system. You can also browse your **Devices** folder and manage which devices are included in scanning.

**☑ NOTE**

Devices that are in an ‘offline’ status (That is, not connected to the TV) also appear in the list.

- **Favorite Folders**: View content that is located in your Favorite Folders.
- **Recent Folder**: View content from the most recent folders that you have launched media.

## Scanning Content on a Personal Device

To scan your content and include it in the group collection of the Media Center:

1. Connect a **USB cable** to your device. If your content is on a thumb drive, then insert it directly into one of the USB ports on the side of the TV.
2. Connect the opposite end of the USB cable from the device to the USB port on the TV. After a moment, a window displays that reads ‘Media Device Detected’ and prompts you to select the device that you want it to scan.
3. Check the box beside the name of the device that you want to scan and include in your media collection.
4. Select **OK**.
   A ‘Scanning Elements’ message appears at the bottom left corner of the screen.
5. Navigate the menu tabs at the top of the screen to view or listen to your content.

## Scanning Content in a Cloud Account

To scan content in a Cloud account:

1. From the **Connected Devices** page, select your Cloud account.
2. Press the **[Blue]** button at the bottom of the remote.
   The **Media Center** begins scanning the content.

## Disabling Scanning on Devices

To disable scanning on a device:
1. From the **All Devices** page, select the device.
2. Press the **Information Panel** key on the remote.
   The **Information Panel** window displays.
3. Select **Disable Scanning**.
   A dialog message displays for you to confirm if you want to disable scanning.

## Playing Back Previous Content

To play back previous content:
1. Navigate to the menu tab that pertains to the content type.
   Different tiles display on the screen.
2. Select the individual file in the **Last Played** collection.
   The content starts to play.

## Playing Videos

1. To fast forward, pause or rewind a video, click on the directional **[Confirmation]** button.
   The panel bar displays.
2. Press **OK**.

## Hiding Content

If you have content that you do not want to appear as part of your media center collection:
1. Navigate to the appropriate menu tab for the content type. The library of items displays.
2. Select the **All Videos, All Music** or **All Photos** tile.
3. Press the **[Information panel]** button on your remote.
4. Press the **[Red]** Hide button at the bottom of the remote.
   **A Hide Content from Scanning** dialog window displays.
5. Select **OK** if you are sure that you no longer want the content to be accessible on the TV.
   The content no longer appears in your collection.

## Browsing Content

To browse through content based on the type that you wish to access:
1. Navigate to the appropriate menu tab.
   The library of items displays.
2. Browse through the library and click on the item to select it.

## Filtering Content

To filter through and quickly browse a large amount of content:
1. Navigate to the appropriate menu tab.
2. Select the **All Videos**, **All Music** or **All Photos** tile.
   The library of items displays.
3. Press the **[Yellow] Filter** shortcut button on the bottom of the remote.
   A **Filter** window displays. If you are filtering photo albums, then you can sort by title, filter by device and filter by availability.
   If you are filtering videos, then you can sort by Title, filter by device, filter by history and filter by availability.





## Adding Content to Your Favorites

To add content to your **Favorites**:
1. Select the particular content type.
2. Select **All Albums** (if the content are photos) to view the entire collection.
3. Select the particular item from the collection that you want to add to your favorites.
4. Press the [**Blue**] button at the bottom of the remote.
   The content is flagged and added to your **Favorites**.

Option 2
1. Select the particular content type.
2. Press the **[Information Panel]** button on your remote.
   The **Information Panel** window appears.
3. Select **Add to Favorites**.
   The item is flagged and added to your **Favorites.**

## Launching Cloud Services

To access content from each of your cloud accounts:
1. From the **Media Center** menu, click on **Devices**.
2. Select **All Devices**. The All Devices window displays.
3. Select **Add Cloud Storage**.
   A **Choose a provider** window appears.
4. Choose the provider from the list.
5. Follow the prompts to access your content.

TIP You can also access Cloud Services from the **App Center** app called **Cloud Manager**.

## Creating Playlists of Audio Content

To create a playlist of audio content:
1. From the **Media Center** menu, click on **Music**.
2. Click on **All Albums**.
3. Select the album that contains the track you want to add.
4. Select the track.
5. Press the **[Information Panel]** button on the remote.
   **The Information** Panel window displays.
6. Select **Queue**.
7. Press the **[Return]** button on the remote to go to the previous screen.
8. Click on the **Now Playing** tile.
   The selection appears in your Playlist library.
9. Repeat steps 2-8 to add the next track to your Playlist library.

## Removing Playlists

To remove an album from the playlist, press the [**Yellow**] button at the bottom of the remote.

## Viewing Photos as a Slideshow

To view photos in a slideshow:
1. Navigate to the **Photos** tab.
2. Click on **All Albums**.
3. Select the particular album from the collection and press the [**Green]** button on the bottom of the remote.
   The slideshow begins to play.

## Playing Music During a Photo Slideshow

To play music during a photo slideshow:

1. From the **Media Center** home page, navigate to the **Music** tab.
2. Select the music file from your library and start playing it.
3. Press the **[Back]** button on your remote to return to the previous page.
4. From the menu, navigate to the **Photos** tab.
5. Press **Play** on the album that you want to view.
6. Press the **[Green]** button to start the slideshow.

## Streaming Content Between Your Devices

To stream content between your TV and laptop or desktop computer:

1. Make sure that your TV and laptop or desktop computer are connected to the same WiFi network.
2. From your laptop or desktop computer, go to **Windows Media Player**.
3. From the menu bar, click on **Stream > Turn on Media Streaming**.
   A **Media Streaming options** window displays on your laptop or desktop computer screen.

4. Click on the **Turn on Media Streaming** tab.
5. Look for the name of your laptop or desktop computer in the list of devices that appears and select the **Allowed** checkbox.
6. Click on **OK** at the bottom of the **Media Streaming Options** window.
7. Go to the **Media Center** on your VIDAA Smart TV.
   Your Media list from your computer will display. Begin browsing to select the content that you want to stream.

# App Center

The **App Center** is where you can launch various applications that came pre-loaded on your TV and those that you choose to download from the Google Play Store.

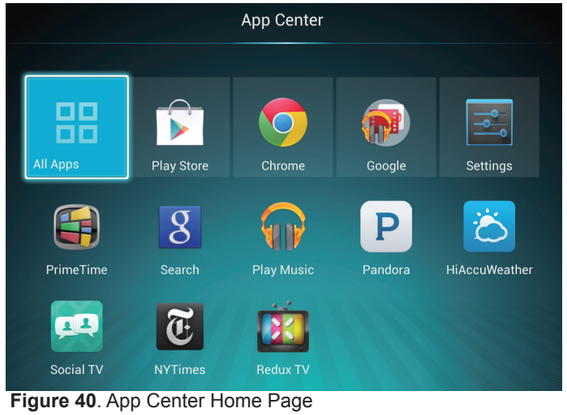



**Figure 40**. App Center Home Page

## Overview of the App Center

The **All Apps, Play Store, Chrome, Google** and **Settings** icons will always be located at the top of the **App Center** home page for quick access.

- **All Apps**: To view the icons for each of the apps, select **All Apps.**
- **Play Store**: Play your favorite apps, movies, TV shows and music instantly on your TV. You can also choose something directly from your library or browse the millions of titles for something new.
- **Chrome**: Use the Google Chrome web browser to surf quickly or bring your open tabs, bookmarks, history and other data from your computer to your Smart TV.
- **Google:** Quickly view or listen to video or audio content such as your music, photos, movies or Youtube videos.
- **Settings**: See the '*Home Panel and Shortcuts Bar Features*' section for a detailed description.
- **Pre-loaded apps**: You can enjoy numerous apps for social media and other purposes that are pre-loaded on your **VIDAA Smart TV.**





## Managing Your Apps

The **App Center** enables you to browse through the app library, download additional apps, remove or edit them.

## Adding an Application

The **Play Store** on the **App Center** page is the Application Market for you to find and install new applications.

To add an app:

1. Make sure that you are logged into a Google account.
2. Click on the **Play Store** icon at the top of the **App Center** page.
3. Click on the **Apps** tab at the top of the Play Store menu.
4. Search for the app and click on the **Instal**l tab.
   An **App permissions** dialog window appears so it can see your network connection.
5. Click on **Accept**.
   The App begins downloading and a 'Successfully Installed' confirmation message appears.
6. Click on **Open** to being using the App.

**☑ NOTE**

Click on the **All Apps** icon to locate the icon for new apps that you install.

## Removing an Application

To remove an app that you have installed:

1. From the **Apps Center** home page, click on **All Apps.**
2. Locate and click on the icon for the app that you want to uninstall.
3. Press the **[Information Panel]** button on the remote.
   The **Info** window displays.
4. Click on **Uninstall**.

## Browsing through Applications

If you are unsure of which app you are looking for and want to browse the library:

1. From the **App Center** home page, view some of the pre-loaded applications.

**☑ NOTE**

You can view more information about an app by selecting it and pressing the **[Information Panel]** button on your remote.

2. To browse the complete library, click on **All Apps**.

# Widgets

Widgets are small software programs that you can embed into your **Apps Center**.

To add, remove, move or configure a widget:

1. Click on the **Widgets** icon from the **App Center**.
   The **Widgets** page displays.
2. Press the colored button on the bottom of your remote that correlates with the action you want to perform. For example, if you want to add a widget, press the **[Yellow]** button.

# Customizing Advanced Settings

Each of the features are pre-sets for the TV panel that alter color, contrast, saturation, brightness and so forth. With the exception of 'User Mode', each setting is optimized for a particular environment or scenario. The TV is already set in 'Energy Saving' mode (by default) when you purchase it.

## TV Settings

To maximize your TV experience, you can customize **Picture, Screen, Sound** and **Broadcast** settings.

### Picture

- **Image Mode**: Increase the overall brightness of an image.
- **Color Temperature**: Make the image appear 'warmer' or 'cooler'.
- **Smooth Motion**: Decrease the slight blur that may appear for fast moving images on a TV program. Fast moving objects may be less detailed then those that are stationary.
  Examples of when you may want to adjust this setting are if you are viewing a television program that shows players running back and forth during a sports event or cars involved in a racing competition.

  **Smooth Motion** is known as a 120 Hz effect. The panel itself is capable of displaying 120 images a second; however, the incoming content is typically supplying 24, 30 or 60 frames per second. Use this feature to make an adjustment based on your preference and the type of content you are viewing.
- I**mage Noise Reduction**: Reduce picture noise (for example, film grain, compression artifacts and pixellation) in a digital video signal. Customizing this setting based on your preference may impact the sharpness of the image.

### SCREEN

You can select the screen aspect ratio to fit your preference, based on the following types of settings:

- **Automatic**: By default, the screen aspect ratio is set to 'Automatic'. In other words, if the incoming signal from the content provider is 'High Definition' (HD), the program will fit the entire screen. If the content provider broadcasts the program in 'Standard Definition' (SD), then black bars (generated by the TV) will appear to the left and right of the screen.
- **Normal**: The original 4:3 (that is, width and height of an image) aspect ratio is preserved so that black bars are added to the left and right of the image. Standard TV broadcasts are displayed with a 4.3 aspect ratio.
- **Wide**: When watching a standard broadcast or full-frame movie in this mode, the display image is stretched proportionately to fill the TV screen.
- **Cinema**: Stretch the 4:3 aspect ratio image vertically and horizontally to fill the screen at 1:2.35 aspect ratio.
- **Panorama**: When watching a movie in this mode, the display image is wide.
- **Zoom**: Stretch the 4:3 aspect ratio image vertically and horizontally to fill the screen a 1:1.78 aspect ratio.

### SOUND

**Sound Mode**: Standard
You can customize the sound mode based on the following settings:

- **Standard**: By default the sound mode is set to Standard.
- **Cinema**: Customize the sound when you view movies and listen to the sound through the TV speakers.
- **Music**: Customize the sound when you listen to music through the TV speakers.
- **News/Voice**: Customize the sound when you listen to newscasts that contain sound details (based on what is being reported) and clear speech from the reporters.
- **User Mode**: Adjust the sound to suit your taste and room situation.



Customizing Advanced Settings for Your TV

**Sound Optimizer**: Normal
Customize the sound optimizer based on how you want to position the TV.

- **Normal**: By default, the sound optimizer is set to Normal.
- **Wall Mount**: Optimize the sound when the TV is mounted on the wall.
- **Stand Mount**: Optimize the sound when the TV is on a stand.
- **Auto Volume Control**: Keep your volume consistent as you change channels or as the TV changes from programs that you are watching to commercials.
- **SRS Surround Sound**: Configure the Sound Retrieval System for surround sound.
- **L/R Speaker Balance**: Produce a balanced sound output by adjusting the volume from the left and right speaker.
- **Audio Output Settings**: Connect the audio on your TV to a receiver.

### BROADCAST

In the United States, Closed captioning for broadcast is mandated by the Federal Communications Commission (FCC). It is provided for the hearing-impaired.

- **Closed Captioning**: Display the audio portion of a television program as text on the screen. **Standard**:
- **CC Track** (Closed caption track): Switch between different levels of closed captioning that certain stations support.
- **CC Track Digital Television (DTV)**: Close caption track for digital television
- **Closed Captioning on Mute**: Turn on Closed captioning automatically whenever you mute your TV.
- **Scan Channels**: Scan channels

# Receiving Software Updates for the TV and the Remote

**CAUTION** Do not unplug or turn off the TV during a software update. It can cause damage to the TV or an incomplete update.

### Software Updates for Your TV

As long as your TV is connected to the Internet, it will receive software updates automatically. If you happen to be watching TV when a forced software update takes place, it will reboot and then return back to the channel in which it was set.

### Software Updates for your Remote

If you want to update the software for Merlin:
1. Make sure the remote is paired to the TV
2. Go to **Settings > System > About> Remote Control** and press the [**OK]** confirmation button.
   A **System Update** window will display.
3. Click on the **Check Now** tab on the screen and press the [**OK]** confirmation button on your remote.
   If a "New firmware is available' message appears, then press the [**OK]** button on your remote to start the update. Keep the remote control near the TV and do not press any buttons on it until the blue LED stops blinking and an 'Update completed' confirmation message appears on the screen.

# Locating the Model and Serial Numbers of your TV

All **Hisense** products have a model and serial number. To locate the model number of your **VIDAA Smart TV** look in one or all of the following places:

- The side or front of the box in which the TV was purchased
- The back of the TV monitor towards the center

Figure 41 - Model N

To locate the serial number for your TV, look in one or all of the following places:

- The side or front of the box in which the TV was purchased
- The side of the TV monitor towards the bottom





# Using Your Cable Set-top Box or Satellite Receiver Remote as a Universal Remote

If you prefer to use your Cable Set-top Box or Satellite Receiver Remote as a 'Universal Remote', then refer to the manual that your cable or satellite service provided. It will include instructions on how to program their remote to your television.

## Codes for the Most Common Cable and Satellite Providers

Use the Hisense code that is associated with your cable or satellite provider (if applicable)

| Service Provider | Hisense code |
|---|---|
| AT&T U-Verse | 1346, 1013, 1041, 1327, 1363, 1004 |
| Bright House Cable | 0748 |
| Cablevision | 068, 069, 078, 096, 100, 164, 168, 229, 026 |
| Charter | 12355, 2002, 1204, 1423, 1517, 0171, 1963, 0463, 1463, 0842, 1326, 167, 415, 424, 450, 456, 461, 507, 523, 567, 577, 586 |
| Comcast | 0178, 10178, 10463, 11463, ,10748, 11314, 11660, 10171, 11204, 11326, 11517, 11641, 11780, 11785, 11892, 11963, 12002 |
| Cox Communication | 0178, 10178, 1326, 1463, |
| DirecTV | 0178, 10178, 10019, 10748, 11314, 11660, 11710, 11780, 12049, 10171, 11204, 11326, 11517, 11564, 11641, 11963, 12002 |
| Dish Network | 505, 627, 538, 720, 659 |
| Time Warner | 386, 0178, 10178, 400, 450, 461, 456, 0748, 1463, 0463, 10463 |
| Tivo | 0091 |
| ONN | 4671,0371,2891 |
| RCA | 12049 |
| UEI | 2183,3519 |
| Verizon | 0198, 0490, 0775, 3264, 0205, 0532 |

**NOTE**: If the Hisense code associated with your cable or satellite providers is not listed above, does not work, or you cannot locate the instructions for programming your remote to the television, call your Cable or Satellite provider's Customer Service Center.

If your Cable or Satellite provider does not have a Hisense code available, visit the FAQ section at **www.hisense-usa.com/support** for additional codes or call 1-888-935-8880 Monday–Friday from 8 a.m. to 8 p.m. EST, Saturday and Sunday from 9 a.m. to 6 p.m. EST.

# Quick Problem-Solving Tips

Table 2. Troubleshooting Solutions

| Issue | Possible Solution |
|---|---|
| **Can't hear sound or see a picture** | |
| No sound or picture | • Check if the power cord is plugged into the AC outlet and if it has electricity.<br>• Check if you have pressed the [**POWER**] button on the TV or the [**POWER**] button on the remote control.<br>• Check to see if the Status Light LED Indicator is on. If it is, then there is power to the TV. |
| I have connected an external source to my TV and I get no picture or sound | • Check to ensure there is a correct output connection on the external source and a correct input connection on the TV.<br>• Make sure you selected the correct input mode for the incoming signal. |
| The picture is normal but I don't hear any sound | • Check the volume settings<br>• Make sure 'Mute' is not 'On'.<br>• Check to see if you connected headphones to the TV.<br>• Check to see that the Audio output is connected to your AV receiver. If it is, then be sure the AVR is powered 'On' and set to the correct input.<br>• If you are using a cable or satellite Set Top Box, then check if 'Mute' is set to 'On'. |
| **Channels** | |
| I cannot find a channel | From the **Home** panel, go to **Settings > TV Settings > Scan Channels** |
| **Remote Control** | |
| I am unable to use the Air Mouse or Voice Search feature | • Make sure that there are batteries in the remote.<br>• Make sure that the Bluetooth remote is paired with the TV. |
| **Parental Control** | |
| Cannot remember my password that I created for Parental Control | You have two options:<br>• Do a 'factory reset' by pressing the **[Home]** button on your remote. Next go to **Settings > Privacy > Backup and Restore > Factory Reset** OR<br>• Call the Hisense Electronics Consumer Care Center at 1-888-935-8880. |
| **Network Connection** | |
| Unable to establish a Network Connection | • Make sure the physical connections are correct.<br>• Make sure the configuration is correct according to your network provider. |
| **Screen Darkness or Brightness** | |
| The screen is too bright or dark | If the colors on your TV are too dark or bright for your preference, then adjust the **Picture** settings. |

When there is a problem with your TV that cannot be resolved try unplugging the AC power and then reconnecting it. If the problem still isn't resolved, then call the Hisense Electronic Consumer Care Center at 1-888-935-8880. Our business hours are Monday through Friday (8 a.m.– 8 p.m. EST) and Saturday and Sunday (9 a.m.– 6 p.m. EST).

Customers that are located in Canada should call 1-855-344-7367.